

Effect of Behavior on Conflict Resolution

CLD1-7-ANR - PPT #2

For the following slides,
respond whether behaviors are:

- **Positive**
- **Negative**

1. Stay calm.

- **Positive**

2. Make sarcastic comments.

- **Negative**

3. Interrupt the person speaking.

- **Negative**

4. Focus on the problem, not the person.

- **Positive**

5. Find a place and time to talk.

- **Positive**

6. Fold your arms and stare at the ground.

- **Negative**

7. Making eye-contact during the meeting.

- **Positive**

8. Say, “you” said this

- **Negative**

9. Listen more than you talk.

- **Positive**

10. Don't talk during the meeting, but check the clock.

- **Negative**

11. Check your i-Phone often.

- **Negative**

12. Turning your phone off during the meeting.

- **Positive**

13. Texting during the meeting.

- **Negative**

14. Maintain a positive attitude.

- **Positive**

15. Use harsh and insulting language.

- **Negative**