

Make Your **CASE** in Conflict

ClarifyTheir Position

- Help me to understand...
- Let me make sure I understand you clearly...
- Are you aware...? (*I LOVE this one!*)

AssertYour Position

FACE Formula

SeekSolutions

- What I want to see happen is for us to negotiate solutions together.
- I suggest that we kick around a few ideas to see what solutions we can come up with.
- If we could come up with a solution that works for us both, would you be interested?
- What would it take to make my request possible?

Evaluate ..Options, and Build Agreements

- Does this option solve the problem?
- Can you and I both live with this option?
- Is there any way to improve this option?
- Is it realistic?
- Are you and I both willing to commit to it in writing?