

RESOLVE MOST DISPUTES

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You can resolve most disputes by exercising patience, using a good dose of common sense and by remembering a few important **don'ts**.

- ✧ **Don't let disputes get away from you.** When one flares up, give it your full attention immediately.
- ✧ **Don't jump in and threaten people.** Every dispute has a reason - try to find and correct it so there won't be a recurrence.
- ✧ **Don't become emotionally involved.** Keep a cool head, calm down over-excited individuals, and patiently hear out both sides.
- ✧ **Don't take sides.** Put aside your own feelings about the persons involved and judge each situation on its own merits
- ✧ **Don't trample on anyone's ego.** If you must take someone down a peg, do it privately. If you have to take away part of one's responsibility, give something else to take its place.