

Solving Conflicts at Work

- Watch the video and organize the ideas in the way you listen them by writing the numbers (from 1 to 10).

- ___ Understanding others' point of view can help you to communicate effectively.
- ___ Consider the others' feelings.
- ___ Give the chance to talk and listen to the other.
- ___ Conflict can arise in every job no matter the field.
- ___ Try to look for a resolution.
- ___ Bring a third party to clarify and solve the problem.
- ___ Identify the issue and state your needs first in the meeting.
- ___ Avoid talking to the other person by phone, do it face to face.
- ___ Control your emotions before meeting.
- ___ Think about the conflict itself.