

Embracing Unity

2015 CALLERLAB Convention

Overview

- * Provide Leadership
- * Respect Others
- * Take a Chill Pill
- * Use Short-Term Memory

Handling Group Conflict

1. Direct Approach
2. Bargaining
3. Enforcing Rules
4. Retreat
5. De-emphasis

Five-P's of Conflict Management

1. Perceptions
2. Problems
3. Processes
4. Principles
5. Practices

Four Critical Steps

1. Listen
2. Acknowledge
3. Respond
4. Win-Win

The Art of Listening

- * Understanding
- * Seek Clarification
- * Body Language