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100% Effective Natural Hormone Treatment
Menopause, Andropause And Other Hormone Imbalances
Impair Healthy Healing In People Over The Age Of 30!

Resolving Conflicts By Turning Negatives Into Positives

By Etienne A. Gibbs, MSW, Management Consultant and Trainer

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A. I-Message: Use this approach to convey a message to someone when:

- * your communication and that of the other person might become hostile;
- * the communication might become a shouting match; or
- * the words might turn to physical confrontation.

Put an I-Message into action by following these sequence of steps:

1. Get his attention. (Call person by name.) "John, Bob, Sue, Mary, ..."

(Call person by name), "You seem happy, angry, mad, excited, etc. ... "

Put it all together. Begin SOARING to the top of the Mountain when you:

- * Summarize when the conversation is becoming too lengthy.
- * Observe to see if the body language matches the words spoken.
- * Actively listen to what is being said by making eye contact.
- * Reflect what you thought you heard.
- * Indicate that you truly care about the doer and not the deed.

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* Name the misconduct to bring it out into the open.

* Go beyond the emotions to get to the facts.

Remember: When you maximize your potential; we all win. When you don't, we all lose.

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Look for the Positives

By Gene Simmons



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