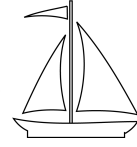




COURAGEOUS SAILING

# *SAIL through Conflict*



**Survey**- explore each person's point of view

- State the problem
- State what you think happened
- State how it makes/made you feel

**Acknowledge**- practice empathy

- Acknowledge and appreciate each other's feelings

**Initiate** agreement process - decide on mutual solution and gain agreement

- Brainstorm solutions
- Decide on solution that meets everyone's needs

**Learn** ways to better communicate – reflect on the process

- Evaluate how the conversation went