

# HOW TO SOLVE A PROBLEM

Don't resort to violence to solve a conflict. Take a step back, breathe and cool off.

Do your best to remain calm and relaxed.

Don't make it personal.

Conflict occurs because of the problem, not the person. Listen and understand the other person.

Be assertive, not aggressive. Try to see the situation from the other person's point of view. Stick to the present and don't drag in past issues. Negotiate and come to an agreement. Most importantly, learn to say sorry.

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