

CONFLICT SELF-ASSESSMENT

1. Think about a conflict, argument, fight that you were directly involved in and then answer these questions:
 2. What happened?
 3. What emotions did you feel?
 4. How did you behave?
 - Did you stick to the original issue or throw in some old issues?
 - Did you listen to one another?
 - What was your language like? Your tone of voice?
 5. What do you think would have been different if a neutral third party was involved?
 - - to the language, tone
 - - to the listening
 6. What kind of skills would the neutral have needed?