

# Practical Steps for Managing Confrontations

## A BRIEF REVIEW

**Conflict:** A \_\_\_\_\_ struggle resulting from incompatible or opposing \_\_\_\_\_ or \_\_\_\_\_.

**Confrontation:** A \_\_\_\_\_ to \_\_\_\_\_ interaction, often involving a clashing of \_\_\_\_\_ or \_\_\_\_\_.

## PRACTICAL STEPS FOR MANAGING CONFRONTATIONS

1. \_\_\_\_\_ yourself in \_\_\_\_\_.  
Prepare yourself \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
2. Handle \_\_\_\_\_ in a \_\_\_\_\_ manner.  
**DO NOT** \_\_\_\_\_.
3. Go behind \_\_\_\_\_ \_\_\_\_\_ whenever possible.
4. Allow others \_\_\_\_\_ to \_\_\_\_\_.
5. Zero in on the \_\_\_\_\_, not the \_\_\_\_\_.
6. Get them \_\_\_\_\_.

*Preview Only - Not Authorized for Training*