

USE YOUR WORDS

Choose words that will express how you feel, but not shame or blame the other person.

UNDERSTAND THE OTHER PERSON

If you don't understand the other person's opinion, a solution is harder to find.

UNDERSTAND DIFFERENCES IN PERSPECTIVE

Everyone has a different perspective and understanding the differences can help reach a middle ground.

CONSIDER THE IMPACT

Consider the impact of what you are saying, as the impact on the other person can often be different to what we intended.

LISTEN TO THE OTHER PERSON

Listen to what they have to say. Ask them questions to clarify their points and don't interrupt them until they have finished their thought.

TAKE SOME TIME OUT

Taking time out is healthy for both sides to help give perspective, think of how to resolve the problem and return in a better frame of mind.

WORK TOGETHER AGAINST THE PROBLEM

Remember that in an argument, you should try and work together against the problem, not work against each other.

FIND THE COMPROMISE

Be willing to give some options to find a solution that everyone is happy with.

LEAVE IT IN THE PAST

Once a solution is agreed, don't revisit the same argument.