



SITUATION	PRINCIPLE/S	METHOD
Conflict / Argument	<ul style="list-style-type: none">• Consensus	<ul style="list-style-type: none">• Stick to the facts• Remain unemotional• Find common ground• Compromise• Lower the temperature• Review• Find someone neutral• Time out or adjourn to cool things down
Not enough time	<ul style="list-style-type: none">• Effectiveness• Prioritise	<ul style="list-style-type: none">• Anticipate• Negotiate• Evaluate• Action• Time items• Defer to next meeting
Going off at a tangent	<ul style="list-style-type: none">• Stick to the point	<ul style="list-style-type: none">• Intervene• Recap• Summarise the situation• Clarify the decision
Deadlock	<ul style="list-style-type: none">• Continuity	<ul style="list-style-type: none">• Breakdown the arguments• Try and find common ground• Prioritise• Programme
Different agendas	<ul style="list-style-type: none">• Teamwork	<ul style="list-style-type: none">• Re-state the issue• Clarify the objectives• Involve everyone• Consensus