

How to fight fair

Before you communicate:

1. Do not attempt to establish your own superiority
2. Make sure anger is constructive
3. Be aware of responsiveness of recipient - Consider feelings and circumstances of recipient (timing is everything)!

As you communicate:

1. Discriminate essential from non-essential problems.
2. Confront problems as soon as possible.
3. Stick to the subject.
4. Be honest about your feelings (I statements).
5. Avoid terms of exaggeration.
6. Refrain from character assassination.
7. Listen to understand.
8. Give yourself a time limit. (Don't carry on 2 hour lectures!)
9. Don't ask loaded questions.
10. Keep a positive attitude.
11. Remember that winning is not the goal.