



Resolve Conflict

- Acknowledge conflict by defining conflict
- Acknowledge conflict by identifying areas of agreement and disagreement
- Acknowledge conflict by accurately restating conflict with some detail and examples
- Generate options for resolving the conflict that have a win/win potential.
- Negotiate an agreement that will satisfy the conflicted parties using a range of strategies to facilitate negotiation.
- Negotiate an agreement that will satisfy the conflicted parties by monitoring the process for its effectiveness and fairness
- Evaluate the results of the negotiation

Cooperate with Others

- Interact with others in ways that are friendly, courteous, and tactful and that demonstrate respect for others' ideas, opinions, and contributions
- Use strategies to seek input from others to understand their actions and reactions
- Offer clear input on personal interests and attitudes so that others can understand one's actions and reactions and to clarify one's position
- Try to adjust one's actions to consider the needs of others and/or the tasks to be accomplished

Take Responsibility for Learning

- Identify how you learn effectively
- Identify a learning goal
- Select and use strategies and information appropriate to learning goal
- Monitor/manage progress toward achieving learning goal
- Monitor effectiveness of learning process

Solve Problems and Make Decisions

- Identify problem to be solved or decision to be made
- Understand and communicate root causes of problem
- Generate possible solutions that address the root causes of the problem
- Evaluate options and select the one most likely to succeed based on apparent causal connection and appropriateness to the context
- Plan and implement chosen solution
- Monitor effectiveness toward a solution