



*Not*  
**IT'S <sup>^</sup>COMPLICATED**

**10 WAYS TO HELP  
RESOLUTION**

1. Do speak with tenderness
2. Do speak in private
3. Don't use "never" or "always"
4. Don't resort to name-calling
5. Do stay present
6. Do seek resolution not victory
7. Do build up, don't tear down.
8. Do use "I" terms not "You" terms
9. Do use good timing
10. Do touch with care