

# **RE-ENERGIZE YOUR RELATIONSHIP!**



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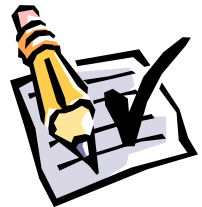
**Now Playing. . .**

# Conflict

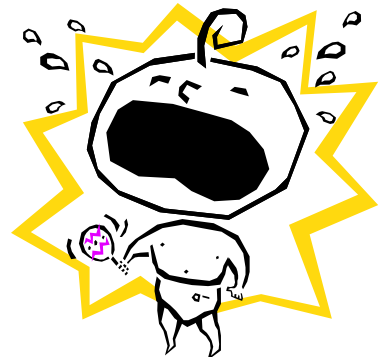
Is it an obstacle  
or an opportunity?

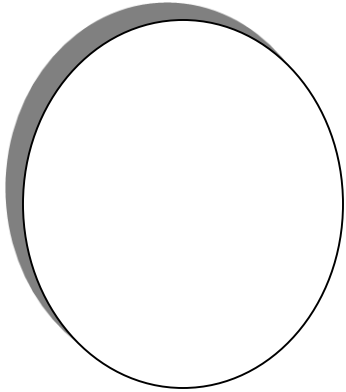


## Proverbs About Problems:

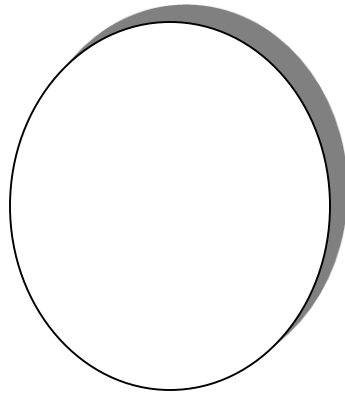


1. Conflict is \_\_\_\_\_ in all relationships.
2. People tend to \_\_\_\_\_ conflict.
3. It's not \_\_\_\_\_ \_\_\_\_\_ problems you have that matters;  
it's really about how you \_\_\_\_\_ about them that does.
4. How you handle conflict is a reliable indicator of your psychological  
\_\_\_\_\_ and emotional intelligence.





Person A



Person B

“Who’s got a problem?”

**Rules of Thumb:**



1. The person who is \_\_\_\_\_ has \_\_\_\_\_ the problem.
2. The person who \_\_\_\_\_ the problem, \_\_\_\_\_ the problem.
3. Person \_\_\_\_\_ needs to initiate \_\_\_\_\_.

# Conflict Management

## Conflict Management

### X Y Z Talk

X = \_\_\_\_\_

Y = \_\_\_\_\_

Z = \_\_\_\_\_

