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must be willing and able to hear the truth and to deal with life realistically. I haven't always had the regard for truth that I do now. I once looked for the convenient answer - the one that would be accepted. I paid an enormous price for doing so. In 1985, my husband Mike became ill. He was a big, burly guy, and

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What's the problem? 1. Think about the work-related experiences in which you routinely encounter someone who does (or doesn't do) something that makes your job more difficult. Choose one example that you will use as your focus in this exercise. \_\_ Customer \_\_ Supervisor

## **What's the problem? Can You Hear Me Now?**

Perfect Phrases for Conflict Resolution has hundreds of ready-to-use phrases, dialogs, and practice scripts to help you rise above the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier, or coworker. This handy, quick-reference guide provides effective language for dealing with:



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