

CONFLICT NORMING – RULES OF ENGAGEMENT

**Conflict is a natural occurrence when there are differing concerns.
Conflict does NOT have to equate with “fighting”.**

	ACCEPTABLE BEHAVIOR	UNACCEPTABLE BEHAVIOR
1. Kind of language (verbiage and tone of voice) – in person, on the phone and in email		
2. Emotional content of communication (can range from passionate to unemotional)		
3. How we show and ensure respect for each other		
4. Where, when and how will we manage disagreement		