



**THE GLASGOW GROUP LLC**

*helping you and your organization navigate the waves of change*

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# Responding to Interpersonal Conflict

## Take a BREAK

- **B**reathe – take as long as you can/need to bring your temperature down and
- **R**espond – from a place of clarity and compassion
- **E**xplain – how it impacted you
- **A**cknowledge – the intent of the other person
- **K**nowledge – give the person the knowledge they need to move forward



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