

# Three Quick Ways to Turn Conflict Into Cooperation

*It is hard to stop a quarrel once it starts, so don't let it begin.*

--Proverbs 17:14 (Living Bible)



## 1. Your tone of voice matters

You can often disarm those who are angry or defensive by giving them a sincere compliment. For example, "One of the things I like best about you is your determination. I know you feel strongly about this, so let's work things out."

Instead of saying, "I need that paperwork on my desk by five," try "Can you get that paperwork on my desk by five?" You'll be surprised how often the reply will be "Sure." The less you sound like you're giving an ultimatum, the more you sound like you want cooperation.




## 2. Turn more orders into questions

Two questions can bring a new perspective and more cooperation:

1. What's the point?
2. Is there another way to get there?

You hold to bottom line accountability, but you also challenge each other to find solutions that satisfy both of you.



## 3. Ask yourself two very important questions

Adapted from the book *You Can't Make Me! (But I Can Be Persuaded)* by Cynthia Ulrich Tobias

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