

## Handling a difficult person

APPRECIATE something they do that's helpful CONNECT via an invitation or a phone call PRAISE something they do well.

Extract from the book, Everyone Can Win. (2nd edition, 2006). For more info, see our website: www.crnhq.org Conflict Resolution Network PO Box 1016 Chatswood NSW Australia 2057 tel +61 2 9419 8500 To comment : email crn@crnhq.org