

the *smart* planner™

Peacemaking 101

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1. PeaceKEEPING means ignoring issues to keep peace at all costs and makes things worse. PeaceMAKING means finding a solution.
2. Email is a great tool, but should NEVER be used to solve conflict - too much misunderstanding. Be brave and use the phone.
3. If you're better in writing, write everything out and read it out loud to the person. Corny, but still better than emailing.
4. Email is a great tool, but should NEVER be used to solve conflict - too much misunderstanding. Be brave and use the phone. Face to face is best.
5. Adding a smiley emoticon :) after a snarky statement doesn't lessen the snark. Don't be a b*tch - you're better than that.

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6. Never write emails or blog posts while angry. Take a break & clear your head. Once it's said, you can't take it back.
7. Fight fair. Don't say "you always" or "you never" and don't bring up stuff from the past to hang it over someone's head.
8. Only use your blog as a LAST resort when dealing with conflict, and even then think twice and then a third time. Not the place.
9. If you're having trouble working things out, bring in an objective third party to mediate. And then listen to them.
10. You're not perfect, so apologize when you're in the wrong - even if not 100% - and genuinely mean it. Humility goes far.

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11. Don't minimize the other person's emotions or viewpoints. What they feel about a situation is valid, even if you disagree.
12. Never roll your eyes or sigh in exasperation when the other person is talking. It doesn't help and only shows disrespect.
13. Never raise your voice in a professional setting. You will never win by burning bridges.
14. Being vindictive is childish, petty and wastes energy. Take the high road, sort things out positively and then let them go.
15. Be receptive to constructive criticism. Blind spots are called that for a reason - you can't see them on your own

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16. The adage "be quick to listen and slow to speak" are words to live by. Get all sides of a story and don't jump to conclusions.
17. Deep breathing exercises work. Seriously. Learn some and practice them whenever you feel your blood start to boil.
18. Check your ego at the door. You're not better than anyone and solutions can be found more quickly when pride is swallowed.
19. Specifically for people of faith: NEVER play the "God card". "God told me that you..." is not ok to say and not a trump card.
20. Put expectations on the table up front, especially in business deals. Create an open door policy so that issues don't build.