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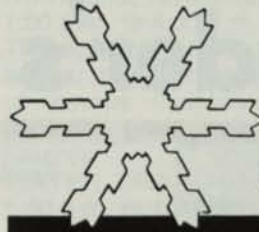


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THE ART OF AVOIDING ARGUMENTS

Some days, conflict is inevitable; a colleague disagrees with one of your pet ideas; all your subordinates seem bent on taking issue with your directives; your boss is determined to get your approval of what you consider a poor plan. What can you do? Here are some basic strategies for re-routing potential arguments into more constructive channels: 1) **Listen.** Try to hear all of what the other person is saying instead of planning your own reply or marshaling arguments against what is being said, or interrupting the speaker before you've heard what he has to say; 2) **Try to agree** with at least some of the other person's points; 3) **State the other person's position** as accurately as you can, to his satisfaction, so that he's sure you understand what he's saying; 4) **Avoid flat statements of disagreement** and concentrate on probing questions; 5) **Back up your own viewpoint** with reasoning and facts, not with emotion.

Avoiding an argument takes discipline, even planning, but the results are worth the effort.

Credit - Kano Laboratories

In order to have a good marriage both the husband and wife must be honest with one another.

Mary and Jim were newly married and were on their honeymoon when Jim felt it was time to confess his sins.

Jim: Mary, I must confess that I'm a golfer. I play very frequently; Wednesday, Friday, Saturday and Sunday.

Mary: Oh, that's all right. But I suppose I should make a confession, also. I'm a hooker!

Jim: Oh, don't worry. That's easy to cure. You just turn your hand a little to the left.