

Conflict Management: the "DESC" Method

- D**escribe what is happening. Make sure that you remain factual and objective and avoid interpreting meaning into the description.
- E**xpress your feelings about this using "I" statements ("I feel that...").
- S**pecify your request, refusal or need. Make proposals and suggest alternatives.
- C**onsequences that are positive if the change requested is made: show the person that he/she will win from participating in the change.