

We often think about conflict as something to be avoided. Unfortunately we do get caught up in the trauma and drama of the workplace and can't figure out how to get out of the mess-without more trauma, drama and mess.

Well, I just read this great article in the October issue of Pink Magazine (for a FREE trial issue go to www.pinkmagazine.com). The article Diamond Deal by Tiffany Meyers. Don't be put off by what looks like a bad ad for a pyramid scheme jewelry franchise. The article has some concrete tips on how to get deals done. These tips are readily transferable to how to address tough situation at work.

There are 5 main categories that provide 21 tips. Here are my top 5 of those 21 tips.

1. Listen to Learn-Since much of the information you need isn't on the surface, get comfortable reading between the lines.
2. Thinking Past the Handshake-In the heat of the moment, when emotion might otherwise cloud judgment, return to the objectives you've identified as important.
3. Maintaining Perspective- Acknowledge strong emotions if they crop up-but don't let them drive decisions.
4. Calling for Backup-Understand that you'll probably never have all the information you want or feel that you need.
5. Setting the Tone- Know what the other side stands to gain from the deal, Once you understand that , negotiations are easy.