

# Marriage & Family

## Planning for Conflict

1. Define the issues.
2. Assemble the issues.
3. Define underlying interests.
4. Set goals for the process and outcome.

This material comes from Roy J. Lewicki, Alexander Hiam, and Karen Wise Olander, *Think Before You Speak* (New York: John Wiley and Sons, 1996), 33-35.

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