DEUTSCH'S TEN COMMANDMENTS REGARDING CONFLICT RESOLUTION

1. Know what type of conflict you are involved in.

2. Respect yourself and your interests; respect the other and his or her interests.

3. Distinguish clearly between "interests" and "positions".

4. Explore your interests and the other's interests to identify the common and compatible interests that you both share.

5. Define the conflicting interests between oneself and the other as a mutual problem to be solved cooperatively.

6. In communicating with the other, listen attentively and speak so as to be understood, this requires the active attempt to take the perspective of the other and to check one's success in doing so.

7. Be alert to the natural tendencies to bias, misperceptions, misjudgments, and stereotyped thinking that commonly occur in oneself and the other during heated conflict.

8. Develop skills for dealing with difficult conflicts so that one is not helpless nor hopeless when confronting those who are more powerful, those who don't want to engage in constructive conflict resolution, or those who use dirty tricks.

9. Know oneself and how one typically responds in different sorts of conflict situations.

10. Throughout conflict, one should remain a moral person who is caring and just and should consider the other as someone who, like yourself, is entitled to care and justice.