

PERSONAL ANIMOSITY

- Try to modify your perception
 - * Reconsider your possible prejudices
 - * Just before meeting the person concerned, think about three good things about him or her
- Address the problem openly and frankly
 - * Do not accuse the person concerned
 - * Use „I-Statements“
- If it does not work...
 - * Try other communication channels (e.g., written communication)
 - * Appoint another representative
 - * Ask a mediator to help