

## **CAREGIVER TIPS:** Handling Conflict







BRING IN A
THIRD PARTY

DON'T BE CONFRONTATIONAL:

ASK, DON'T TELL

AGREE TO WORK
TOGETHER



PRACTICE REFLECTIVE LISTENING



ACCEPT YOU WON'T ALWAYS
AGREE WITH THE PATIENT'S DECISION
AGREE TO DISAGREE



MODEL NEUTRAL LANGUAGE

## BE WILLING TO COMPROMISE:

JUST BECAUSE YOU ARE IN A CAREGIVING ROLE DOESN'T MEAN THAT YOU SHOULDN'T CONSIDER ANOTHER POINT OF VIEW

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