

4. Making confrontations when needed:

Realized:	1	2	3	4	5	6	7	8	9	10
Idealized:	1	2	3	4	5	6	7	8	9	10

5. Providing answers, even if unsure if they are correct:

Realized:	1	2	3	4	5	6	7	8	9	10
Idealized:	1	2	3	4	5	6	7	8	9	10

6. Institute team work early-on in the resolution process:

Realized:	1	2	3	4	5	6	7	8	9	10
Idealized:	1	2	3	4	5	6	7	8	9	10

7. Work on difficult conflict situations, even when time for resolution is limited:

Realized:	1	2	3	4	5	6	7	8	9	10
Idealized:	1	2	3	4	5	6	7	8	9	10