

Top Peacekeeping Tips from Attendees

At the end of the presentation, attendees were broken up into small groups to brainstorm their top peacekeeping tips to share. Here are the responses:

- Over-smiling is *not* friendliness
 - Be open and honest with your feelings
 - Practice neutral (positive) resting face
 - Fair does *not* equal same
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- Give someone the benefit of the doubt
 - Start with a positive
 - Don't be a jerk!
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- Notice and acknowledge the good behavior
 - Be fair
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- Stay positive
 - Go for a walk
 - Listen to understand
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- Listen closely to what someone else is saying (Close/Active Listening)
 - Create dialog
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- Make sure everyone is heard
 - Compliment others' unique strengths
 - Open lines of communication
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- Don't let things build up
 - Each party gets a voice
 - Take a moment to collect yourself before you respond
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- Say nice things immediately; wait 24 hours for negative criticism
 - Affirm positive behavior
 - Be polite: "Please & Thank you"
- Make sure that communication happens for all staff, not just those in proximity
 - Mountains are *not* mole hills
- Encourage yourself and others not to take it personally
- Be self-aware
 - Don't react in the moment
 - Practice active listening
- Avoid micro-aggressions
 - Empathize
 - Avoid gossip
- Be solution-oriented
 - Be patient
 - Be ready to be wrong
- Take the time for conversation
 - Don't make – or take – a conversation personal
- Don't assume you know what they are saying – listen carefully
 - Do unto others ...
 - Involve a mediator
- Nothing is too small to praise
 - Involve staff in decisions that affect them