



Loretta Love Huff  
*The Dream Leader for Business™*

...is President of Emerald Harvest Consulting ([www.EmeraldHarvest.com](http://www.EmeraldHarvest.com)), leveraging 30 years in corporate human resources, IT and banking.

As an **award-winning executive/business coach** and **performance improvement consultant**, Loretta helps leaders optimize performance and accomplish goals. Her vision is that people use their unique gifts to manifest their highest destiny and that organizations honor those gifts in pursuit of their business goals.

Loretta teaches for the graduate divisions of the University of Phoenix and Ottawa University and conducts workshops on leadership, performance management, career development and conflict resolution.

Loretta is author of the book *6 Keys for Dissolving Disputes: When 'Off with their Heads!' Won't Work* and is a regular guest on the *Fox10 Morning News* in Phoenix. She is a board member of Gabriel's Angels, the Arizona Parkinson Network and the Phoenix chapters of the National Speakers Association and the National Association of Women Business Owners. She is a two-time recipient of the prestigious MBE (Minority Business Enterprise) Supplier of the Year award. Loretta is certified by the International Coach Federation, holds a B.S. in Psychology from Howard University and an M.B.A in Finance from the University of Chicago.

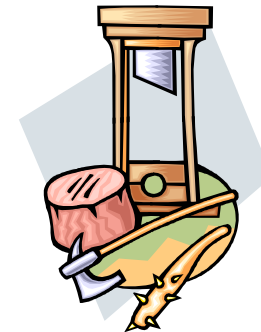
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## When 'Off with their Heads' Won't Work™



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## 6 KEYS TO DISSOLVING DISPUTES

1. Distinguish \_\_\_\_\_ from \_\_\_\_\_.

List the \_\_\_\_\_ and my \_\_\_\_\_.

Challenge my \_\_\_\_\_.

Take \_\_\_\_\_.

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2. Separate \_\_\_\_\_ and \_\_\_\_\_.

I.D. their \_\_\_\_\_ & my \_\_\_\_\_.

Be \_\_\_\_\_ about my \_\_\_\_\_.

Try to \_\_\_\_\_ from their \_\_\_\_\_ of \_\_\_\_\_.

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3. Convert \_\_\_\_\_ to \_\_\_\_\_.

What is the \_\_\_\_\_?

Who has the \_\_\_\_\_ to \_\_\_\_\_ it?

\_\_\_\_\_ for \_\_\_\_\_ I \_\_\_\_\_.

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4. \_\_\_\_\_ where you \_\_\_\_\_

What am I \_\_\_\_\_ about saying?

Why am I not \_\_\_\_\_ it?

Start with where I'm \_\_\_\_\_.

I want to \_\_\_\_\_ "X", but I'm \_\_\_\_\_ that "Y"

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5. Take ownership for your \_\_\_\_\_ or \_\_\_\_\_

What long-standing \_\_\_\_\_ do I have?

How am I \_\_\_\_\_?

What can \_\_\_\_\_ to \_\_\_\_\_ it?

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6. \_\_\_\_\_

With whom am I \_\_\_\_\_ a \_\_\_\_\_?

What is the \_\_\_\_\_ on me?

What \_\_\_\_\_ need to be \_\_\_\_\_?

How has this situation \_\_\_\_\_ me?

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