

Tools to better understand each other and cultivate harmony



Day 11

## Your challenge today

Watch the video and think about a resolved conflict situation. Identify the values, needs and feelings that were involved and hurt in the situation.

**Click here to see the video**

*Tips and Techniques: Identifying the “Real” Personal Issues*

**What if the next challenge gave you little tips  
for exploring you interlocutor’s VINES?**

### About us:

Institut Pacifique is a charity organization devoted to develop, implement and promote expertise in terms of conflict resolution and psychosocial preventive issues in order to build violence free living environments and to support children, youths and adults psychosocial fulfilments.

### To contact us:

2901 Gouin Est boul,  
Montréal (Québec), H2BTY3  
T. 514 598-1622  
Email: [info@institutpacifique.com](mailto:info@institutpacifique.com)  
Website: [institutpacifique.com](http://institutpacifique.com)