

5 FOR THE ROAD

Choose Your Own Adventure

- 1. Embrace risk, don't run from it.
- 2. Use all tools and information at your disposal to compliment experience and "gut instincts."
- 3. Have many voices at the table when evaluating disputes and claims.
- 4. Acknowledge and overcome built-in biases on the path to resolution.
- 5. Remember our humanity and recognize your opponent's viewpoint.

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