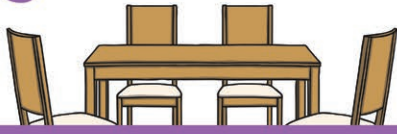


Conflict Resolution

in 3 steps



1

Self-Check

Ask yourself, "Are you ready and willing to solve this problem?"
Give yourself time to calm down if you are too angry or upset to deal with the conflict. You'll know you are ready if you can follow these rules:

No fighting/arguing.

Listen and
don't interrupt.

Be honest.

2

Honest Communication

Use sentences beginning with 'I...' to tell your side of the story and make sure you listen to everything that the other person has to say. Remember, everyone's point of view is different and it is OK to disagree!

Remember: Don't start arguing about who is right or wrong. Conflict resolution is about listening and understanding to try and come up with a solution to the problem.

3

Find a Solution

What can each person do to solve the conflict? Discuss as many solutions as possible before coming to an agreement or compromise on one. Then write a plan of action and make it very clear for each person.

Remember: If you are struggling to solve the conflict on your own, you can ask a peer mediator or adult to help!

