

Conflict Resolution in Practice

1. Cool Off:

Before you can problem solve, you need to be calm. Use one of these cool down strategies or one that works for you.

- Deep breaths
- Take a walk
- Get a drink of water
- Self-talk
- Mindful minute

2. Share, Listen, Check:

First, one person shares. The other person listens and then checks that they understood. Next, the other person shares. The first person listens and checks that they understand.

"I feel _____ when _____ because _____."

"I think I heard you say you feel _____."

"So you want me to _____."

3. Take Responsibility:

Usually, both people involved in a conflict have some degree of responsibility. Think about how you may have contributed to the conflict.

4. Brainstorm Solutions:

What are three to five solutions to the problem? Does the solution consider how each person feels or what each person needs?

"Do you have any ideas about how we might solve this problem?"

5. Choose a Solution:

What solution works best for both people? What solution is likely to stop the conflict from happening again? Be ready to compromise.

6. Affirm, Forgive, or Thank:

Affirm- - End the agreement with a handshake, hug, or kind word.

Forgive – If you want, you can forgive the person for their previous mistake. Forgiveness begins healing.

Thank – Thank the person for working this problem out with you.