

Name: _____

Sorting Out a Conflict

1. Treat each other with respect; no blaming or put-downs. Talk in quiet, calm voices.
2. Attack the problem, not the person. Think about the problem, and brainstorm solutions.
3. Wait for your turn to speak; no interrupting.
4. Repeat what you think was said to you (this is not agreeing with the person, it is letting him or her know that you understand what he or she is saying and how he or she is feeling).
5. Work together to find a fair solution for both parties, and stick to what you have decided.
6. Present your view of the situation in a truthful way.
7. Talk again if the solution is not working, and then if you can't work it out, ask for help.