## 5 Tips for Conflict Management Resource

1. Pay attention to how you feel. What are your emotions? Take a moment to become calm before you answer.

Try:
Drawing a
picture that
represents how
you feel.

Try:
Taking a break,
getting fresh air,
or going for a
walk

If you do face conflict try these first:

Try:
Spending some
quiet time in
nature. Write
about any
emotions that
come to you.

Try:
Talking it out
with a trusted
friend or
teacher/staff

2. Share your thoughts about the situation by saying "I" followed by how you see things.

"I feel confused
when I don't know
what part of the
project, I'm
responsible for. I
think it's essential
for each person to
have a clear job so
that we can work
together more
effectively."

Example of good use of "I" statements

"I feel frustrated
when I'm interrupted
while speaking. I
think it's important
to listen to each
other during
presentations
because it helps
everyone learn and
understand better."

"I feel upset when I think someone isn't playing by the rules. I believe it's important for everyone to have a fair chance, and it bothers me when that doesn't happen."

3. Listen carefully when others talk and try to understand how they feel about things.

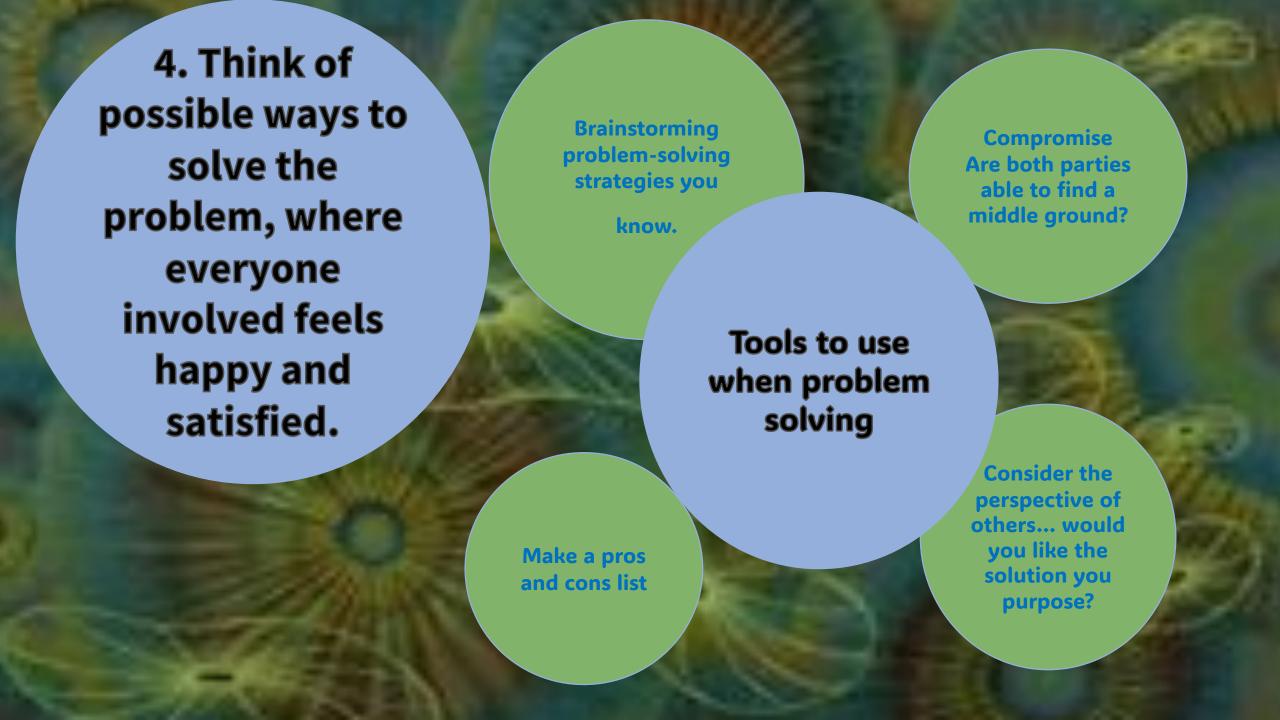
Repeat what you've heard in your own words to show you understand, saying something like, "So, what I hear you saying is..."

Ask questions that
help you understand
how the other
person feels, such as,
"How does that
make you feel?" or
"Can you tell me
more about why you
think that?"

Tips for Understanding and Listening

Pay attention to facial expressions and body language to gain insights into the other person's emotions even when they're emotion is unclear.

After someone shares, confirm your understanding by summarizing not just the information but also the emotions, saying something like, "It sounds like you're feeling happy about this, but also a bit worried. Is that right?"



4. Own your mistakes, be willing and open to forgiveness, and make decisions that help you move forward in a positive way.

"I can't find my library book. I need to let my teacher, parent or the librarian know that I don't know where it is. Hopefully with their help I'll find it so other student have a chance to read it!

If a friend
catches you
saying mean
thing about
them.
Apologize and
try to do better
moving
forward.

Consider These When you Apologize

4 A's of an Apology:
Agree/Admit to the facts
of the situation
Acknowledge its impact
Apologize for the
situation
Act to correct it.