



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.

Tips for Understanding and Listening

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?"

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. Think of possible ways to solve the problem, where everyone involved feels happy and satisfied.

Brainstorming problem-solving strategies you know.

Compromise
Are both parties able to find a middle ground?

Tools to use when problem solving

Make a pros and cons list

Consider the perspective of others... would you like the solution you purpose?

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!"

Consider These When you Apologize

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

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.