

CONFLICT RESOLUTION

— REFERENCE POSTER —

Conflicts are normal. How we handle them matters.

5 STEPS TO RESOLVE CONFLICT

1



PAUSE

Take a breath.
Stay calm.

2



LISTEN

Let the other person speak.
Listen to understand.

3



SHARE

Use "I" statements.
Talk about how you feel and what happened.

4



SOLVE

Brainstorm solutions together.
Choose a solution that works for both.

5



AGREE & CHECK

Agree on what will happen.
Follow up and check it's working.

USE RESPECT



Look at the person.



Be kind.



Use polite words.



No blaming.
No name-calling.

USEFUL SENTENCE STARTERS



I feel... _____



When you... _____



I need... _____



I think we can... _____



Can we... _____

WHEN TO GET HELP



If anyone is unsafe.



If you can't solve it after trying.



If it keeps happening.

REMEMBER



BE CALM.
BE RESPECTFUL.
BE SOLUTION FOCUSED.

OUR GOAL



FAIR SOLUTIONS.
STRONGER RELATIONSHIPS.
BETTER TOGETHER.