

# Resolving your conflicts in four steps:



**Step 1**  
Calm down



**Step 2**  
Listen and  
express  
yourself



**Step 3**  
Find solutions with  
the other person



**Step 4**  
Choose a solution  
together and apply it



**If necessary, repeat the 4 steps or ask an adult for help**

(Fakih, 2019; Motoi, 1995; Motoi & Villeneuve, 2006; Thauvette, 2020)



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