



Communication is the key!

Use these 4 steps to prevent
or resolve conflicts!

► CALM AND REFOCUS YOURSELF

1

Wait for the dust to settle before discussing it!
When emotions are running high, it's better to **calm yourself down** first and **refocus on your own experience!**

► COMMUNICATE WITH COMPASSION (LISTEN TO OTHERS AND EXPRESS YOURSELF)

Once you've calmed down, have a **respectful discussion** with the other person. Each person should **have the opportunity to express their own emotions and needs and be listened to.**

2

► LOOK FOR SOLUTIONS

3

Work together to **look for solutions**. Any **respectful proposal** can help create a **range of solutions!**

► CHOOSE AND APPLY A SOLUTION

Finally, **choose a solution together**, making sure it meets **everyone's needs**—and **apply** what you came up with!

4