



PRINTABLE WORKSHEET

Conflict resolution

- **Step 1 – Calm yourself and refocus:**

- Stop and take a break;
- Remove yourself from the conflict and go somewhere quiet;
- Take a deep breath;
- Take a look at what's happening inside yourself;
- Identify your emotions and needs regarding the conflict;
- Release your emotions in a healthy way (exercising, drawing, writing, listening to soothing music, etc.);
- Refocus your attention on what is important to you and your values;
- Ask for help if needed.

- **Step 2 – Communicate with compassion**

Listening to the other person:

- Listen to the other person fully and be present in the moment;
- Use nonverbal communication (e.g., eye contact, facial expressions, tone of voice) that shows your interest;
- Be open and receptive to what other person has to say;
- Give the other person time to speak without interrupting them;
- Try to understand the other person's point of view without judging them;
- Put yourself in the other person's shoes and be sensitive to their emotions and needs;
- In short, listen to the other person just like you want them to listen to you!

Expressing yourself:

- Describe the facts of the situation without making judgments or interpretations;
- Avoid making assumptions about the other person's intentions;
- Use "I" statements about yourself, rather than "You" statements about the other person;
- Clearly express your emotions and needs regarding the conflict;
- Don't blame the other person for your emotions and feelings;
- Admit your own faults in the situation and be able to apologize.

- **Step 3 – Look for solutions**

- Propose realistic ideas, solutions or actions that would meet the needs of everyone involved in the conflict;
- Come up with a range of solutions.

- **Step 4 – Choose and implement a solution:**

- Consider the pros and cons of each proposed idea, solution or action;
- Work together to choose the solution(s) that best meet(s) the needs of everyone involved in the conflict;
- Implement the solution.

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Emotions and needs

