



## What is "conflict"?

Conflict is when people disagree or cannot get along well. Conflict is just a part of life. It's natural for people to disagree sometimes because we all have different goals, values and interests.

## Conflict Resolution Strategies

1. Talk to the person directly, don't use other people to speak for you! It's like the game "Telephone," by the time the message reaches the other person, it ends up sounding different than you intended.
2. Don't jump to conclusions! Is it possible you misunderstood the situation? Hearing the other person's side of the story can help you get the facts and understand where they are coming from.
3. Listen!!! Each side needs a chance to express themselves. A good rule of thumb is to listen just as much as you talk. DO NOT INTERRUPT.
4. Use "I" statements to express your feelings. Begin your statements with "I" NOT "You"....For example, instead of "You ignored me at lunch today and it made me sad. You shouldn't do that." say "I felt sad when you ignored me at lunch today. I wish you wouldn't do that."

5. Apologize if you have said or done something hurtful. Don't be afraid to take responsibility for your actions. It is an important part of making and keeping friends.
6. Brainstorm ideas of things you can BOTH do to prevent this from happening again.
7. Take a break. Try to be cool, calm and collected before attempting to resolve a conflict.
8. Avoid making things worse. No yelling or put downs!
9. DO NOT involve or "pull in" other friends into the conflict. The goal is to make the situation SMALLER, not BIGGER!
10. Be willing to admit when you are WRONG.

Peer Mediation:

Can't resolve it yourself? Then please talk to your school counselor. If both students are willing, your counselor may suggest peer mediation.