

Five-step approach for resolving conflict

Stop and think!

1. Stop and think before saying anything

Never act without thinking, as you may say or do something you end up regretting.

Say it!

2. State what the problem is

Avoid blaming or calling anyone names. Start sentences with 'I' rather than 'You'. For example, 'I feel hurt when I am left out' rather than 'You always leave me out of things.'

Listen up!

3. Listen to others

Everyone has a right to be heard. There is more than one side to every argument and there may be a reasonable explanation for the difference of opinion.

Possibility thinking!

4. Think of possible solutions

Try to think of as many solutions as possible. Don't dismiss any possibilities at this stage.

Win-win!

5. Agree a solution

You should respect the rights of others and try to find a win-win solution. If one person benefits from the solution more than another, this may lead to further conflicts.



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