

CONFLICT RESOLUTION PROCESS



Stick to the Facts



- ☞ Each side provides information from their point of view — **FACTS ONLY**—No Blaming
- ☞ Each side listens attentively and talks in turn only.
- ☞ Each side uses appropriate body language and demonstrates respect and maintain confidentiality when necessary

Brainstorm Solutions

- ☞ Each side states possible solutions
- ☞ Each side provides the pros and cons of possible solutions:
 - ☞ Take Turns
 - ☞ Share
 - ☞ Compromise
 - ☞ Make a Deal
 - ☞ Chance (*roll dice, rock paper, scissors, flip coin...*)
 - ☞ Avoid/Ignore
 - ☞ Get Help
 - ☞ Apologize
 - ☞ Talk it Out
 - ☞ Postpone
 - ☞ Walk away
 - ☞ Use Humor
 - ☞ Other...

Agree on a Solution

Each side comes to an agreement on one of the possible solutions. (*Involve a mediator/adult if agreement can't be reached.*)