RESOLVING PROBLEMS

A guide to communication intended to resolve conflict!!

1 Get Started

Agree to solve the problem, take turns talking - no interruptions, no name calling/put downs, be honest, direct, and listen!

2 Use I-Messages

Person 1 - "I feel _____ when you _____ because _____."
Person 2 - "You feel _____ when I _____ because _____. Is that right?"

3 Needs/Responsibilities

Person 2 - "I need _____. I can take responsibility for _____."
Person 1 - ""I need _____. I can take responsibility for _____."

4 Solutions

What can you both agree to?
Say anything else you need to say.
Leave the incident in here.