

# Resolving Conflict Peacefully

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- What is conflict?



When we get into arguments with people, the problem won't be sorted until both parties feel that they have been treated fairly.

Grrrrr.....

Grrrrr.....



In order to make things fair, all parties have to:

- Understand how each person feels
- Actively listen to each other
- Work together
- Find a solution



First we have to try to **understand** - by putting ourselves in the other person's shoes.



Each person must be allowed to say how they feel - without being interrupted.



In order for it to work:

Each person must listen carefully to what the other has to say.



Everyone must make sure they **don't make the situation worse ... so**

**NO:**

put downs  
revealing of secrets  
screaming or shouting  
fighting, kicking, pushing!



Each person must be determined to work together with the others.

This means:

Taking turns

Speaking quietly, but firmly

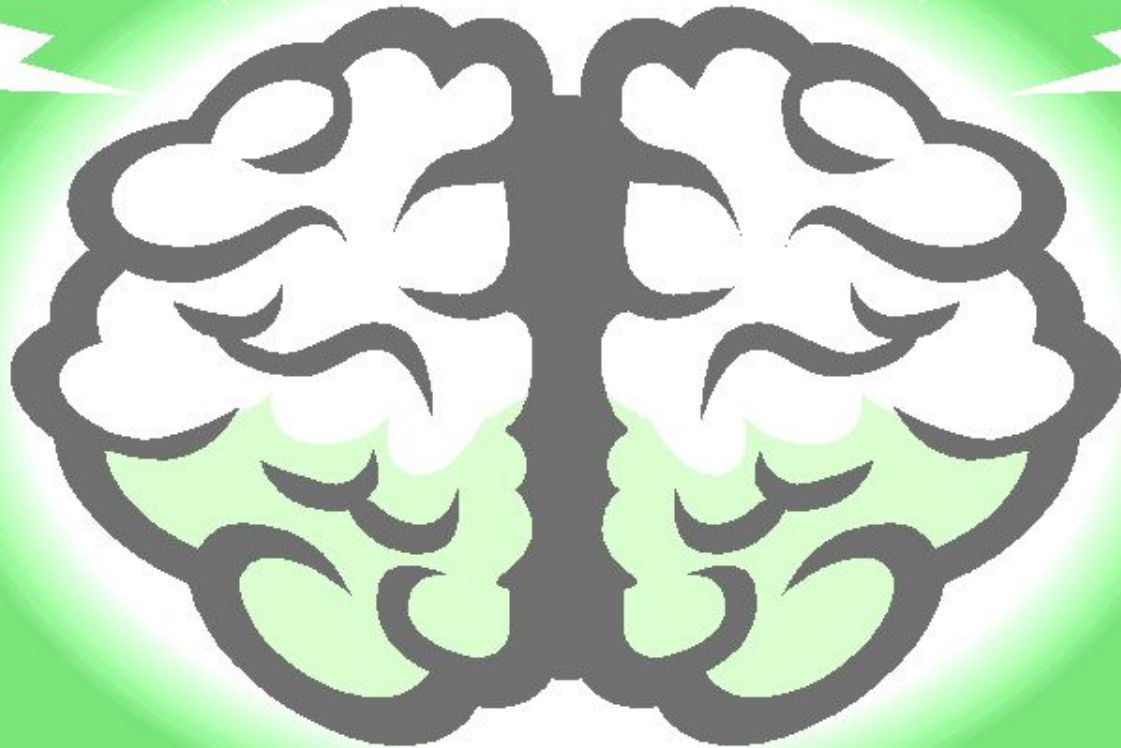
Active listening

Talking about how you feel, without blaming anyone.





Now find a **solution** by brainstorming together.



Think of as many ideas as possible!



All parties must take responsibility for their part of the agreement.



And stick to what has been decided.



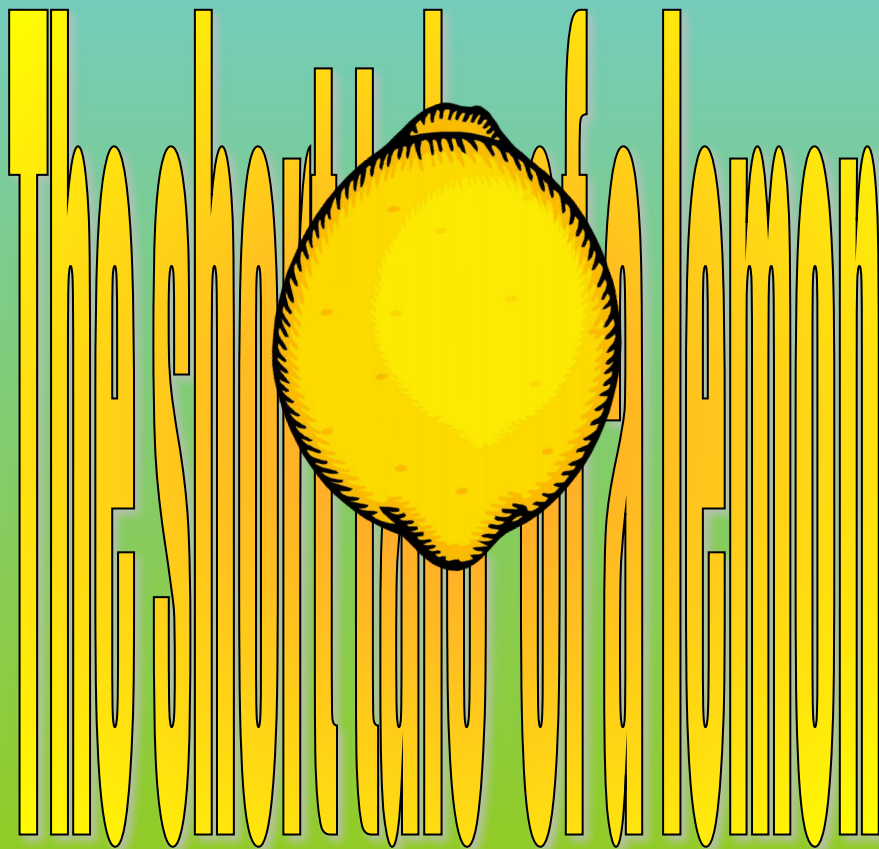
... And be prepared to talk again if things aren't improving.

How's about  
another chat?



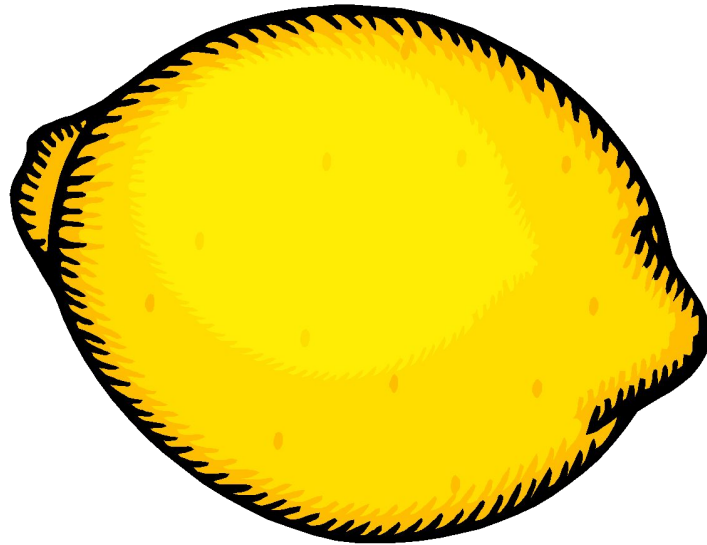
O.K. That's cool!



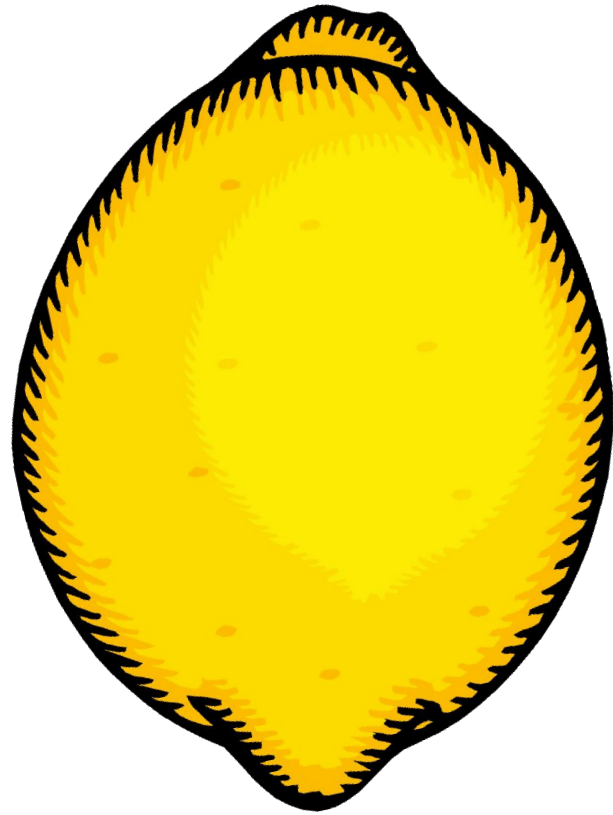


Once there were two women who both wanted a lemon.

However, as luck would have it there was only one left in the shop.



Without  
discussion they  
both agreed to  
take half.



One woman took her half lemon home  
and squeezed it to make a drink.

The juice barely  
covered the bottom of the glass!

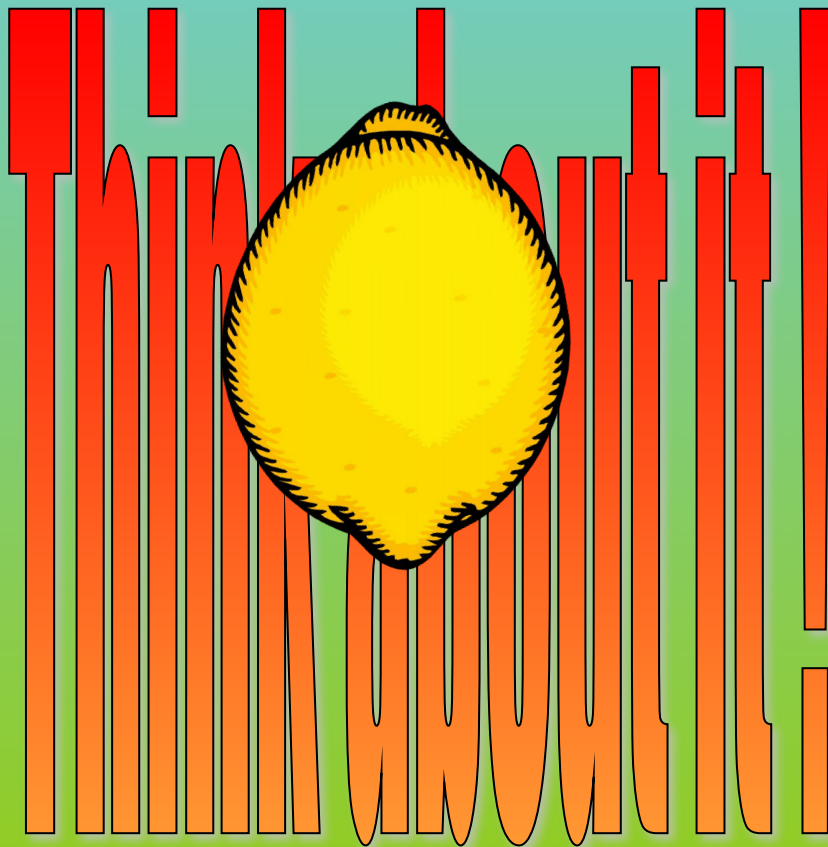


The other grated the rind to make an lemon flavoured cake (although it wasn't as flavoursome as she had hoped).

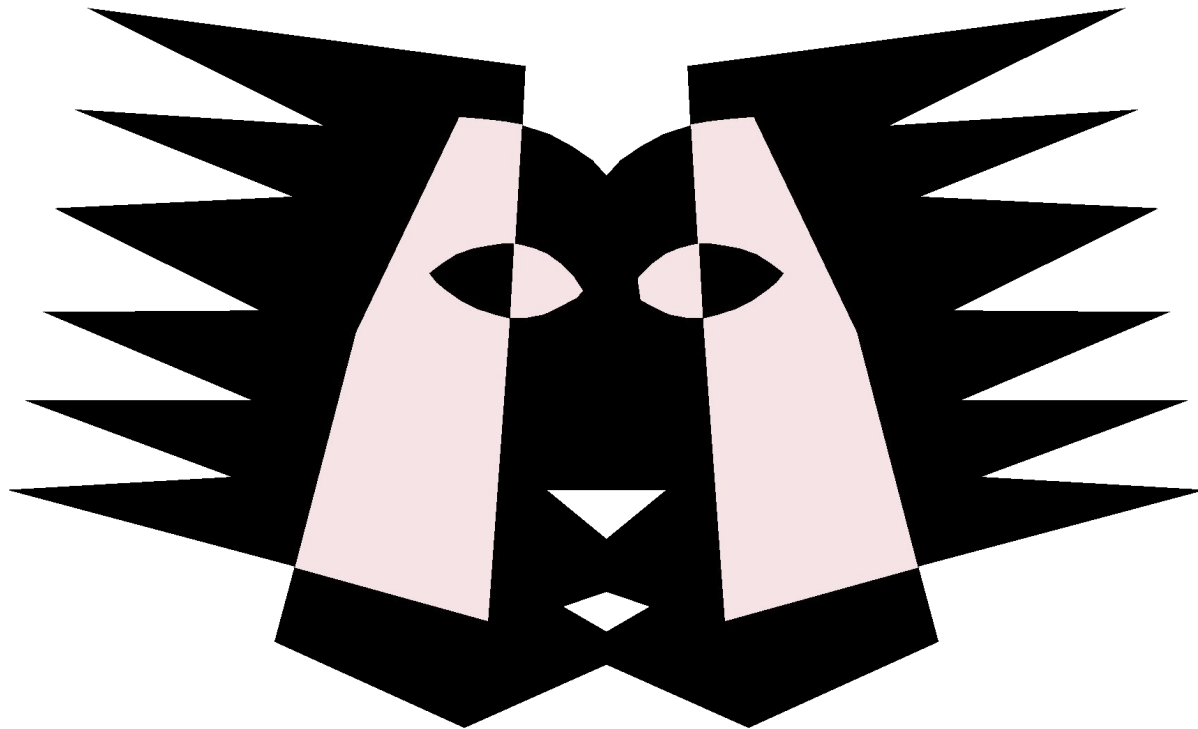
The juice went everywhere!







Had they taken the time to talk and negotiate with each other, they **both** could have had what they wanted- the juice or the rind of a **whole** lemon!





**Talking can often lead to  
solutions  
which benefit every one!**



## Use an “I” Message:

- I feel \_\_\_\_\_ - state how you are feeling
- When you \_\_\_\_\_ - be specific
- because \_\_\_\_\_ - be specific
- Next time \_\_\_\_\_
- what is the solution ?



# feeling chart




# Now it is your turn:

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Read the text conversation between Naomi (*messages in white*) and her friend (*messages in blue*).

How would you feel if you were Naomi's friend?



Verizon 3G 4:56 PM

Messages Naomi Edit

U r a liar.

Ummm... what do u mean?

U said u couldn't come 2 my bday party b/c of soccer. Maria saw u @ the mall.

I did have soccer. It got canceled b/c of weather. Mom made me run errands w/her.

Whatevs. U r the worst friend ever.

U r so mean 4 saying that.

Send

Obstacles

Let review



Next time you have a conflict  
remember you now know how  
to resolve a Conflict  
Peacefully

