

## “Talk It Out” Steps for Conflict Resolution

### 1. Stop. Cool off.

- Count to ten. Walk away. Seek adult support if needed.

### 2. Listen and talk to each other. Tell what’s bothering you using “I messages.”

- Ask: How do you see the problem? Practice using an “I message”
- “I \_\_\_\_\_ when you \_\_\_\_\_ because \_\_\_\_\_.”  
(feeling) (specific behavior) (how it affects me)
- Accept what is said.
- Restate what you heard and ask if you got it right.

### 3. Take responsibility.

- In the majority of conflicts, both parties have some degree of responsibility. However, most of us tend to blame rather than looking at our own role in the problem. When we take responsibility we shift the conflict into an entirely different gear, one where resolution is possible.

### 4. Think of ways to solve the problem and come up with one that satisfies both people.

### 5. Reach agreement and make a plan for next best steps.

- Affirm, forgive, or thank.
- Decide and agree on a plan of how to interact with one another in the future: Be specific--Who? What? When? Where?