

Conflict Resolution Skills

Conflict resolution skills are skills a person can use to resolve a disagreement in a healthful, safe, legal, respectful, and nonviolent way.



1. Stay calm.
2. Set the tone.
 - Listen first.
 - Avoid interrupting.
 - Affirm others.
 - Be sincere.
 - Avoid putdowns.
 - Reserve judgment.
 - Avoid threats.
 - Separate the problem from the person.
 - Use positive nonverbal messages.
3. Define the conflict.
4. Take responsibility for personal actions.
5. Use “I” messages to express needs and feelings.
6. Listen to the needs and feelings of others.
7. List and discuss possible solutions.
 - Will the solution result in actions that are helpful?
 - Will the solution result in actions that are safe?
 - Will the solutions result in actions that are legal?
 - Will the solutions result in actions that are respectful of all people involved?
 - Will the solution result in actions that are nonviolent?
8. Agree on a solution.
9. Keep your word and follow the agreement.
10. Ask for the assistance of a trusted adult or peer if the conflict cannot be resolved.