

Name: _____

Date: _____

Say "S" to Resolving Conflicts

SSTATE WHAT HAPPENED. Stick to the facts.

SHARE CONSEQUENCES, FEELINGS, and MOTIVATIONS. How did the incident affect you? How did it make you feel? Why did you behave or react the way you did?

SEE THE INCIDENT FROM THE OTHER PERSON'S PERSPECTIVE. How might the incident have affected that person? How might it have made him or her feel? Why might he or she have behaved or reacted in that way?

STOP AND DISCUSS your ideas with the other person. Stay calm, keep your cool, and really listen!

SHOW YOU WERE LISTENING. Summarize what the other person said, and acknowledge his or her feelings.

STRATEGIZE TOGETHER. How might you solve the problem or prevent something similar from happening again?

SELECT A FIX-IT STRATEGY that both of you can agree on. Record it here:

SIGN YOUR NAME below to show that you're willing to move past the problem and give your fix-it strategy a try.

