



Conflict Resolution – Ground Rules

1. No threats, name-calling, intimidation, or any other behavior that may cause defensiveness and escalate the situation.

2. Use “I” statements

I feel

_____ (State a feeling: glad/mad/sad/scared)

When you

_____ (Describe the exact behavior)

Because I need

_____ (State the need that relates to that feeling and any related thought or belief)

What I want is

_____ (Describe the exact behavior that would meet your need)

EXAMPLE:

I felt scared when you did not call me yesterday to let me know that you would be home late because I need to know that you are safe and I believe that it could be dangerous to walk in that area after dark. What I want is to understand is your plan for keeping yourself safe and I want you to contact me whenever you are going to get home more than a half hour late.

Helpful Hints:

1. Take the time to think through your response before you confront.
2. Use a sincere voice that expresses caring.
3. Be concrete and use specific examples.
4. Use only the primary feelings listed in the “I feel” line of the example above.
5. Make eye contact.

3. Focus on *your* part of the problem and *your* wants or needs.

4. Attempt to come up with a “win-win” situation.