



CALIFORNIA
**PARTNERSHIP TO END
DOMESTIC VIOLENCE**

Together, We're Stronger.

Conflict Resolution

The Basics

- Have empathy for others. How do they feel?
- Show vulnerability. Be willing to be wrong.
 - Be committed to finding a solution.

Guidelines for Problem Solving

1. Focus on the problem, not the person.
2. Don't bring up the past.
3. No fouls — No blaming, put-downs, shouting, name-calling, "You" statements, swearing, interruptions, he said/she said, sarcasm, or unkind tone of voice.
4. Listen — Be silent and listen, paying attention to what the other person is saying and feeling.
5. Try to see the other person's point of view. Stand in their shoes.
6. Use "I" statements: "I feel ____ when ____." (Avoid using the word "you" in the statement.)
7. Speak and act assertively. Try not to get defensive or offensive. All people should be attempting to discuss the issue, not run away from or attack the other.
8. Be willing to be wrong. Don't take a position because you "have to be right all the time".
9. Be committed to resolving the problem.
10. Don't hold grudges. If you're not satisfied with the outcome, be honest and talk about it more.

*Compiled with assistance from Marilyn Coburn-Burney (Buckley School - Los Angeles, CA)
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