

If you are in conflict, try this; (Hand gestures highlighted to assist learning steps)

STEPS:



STOP. Don't let the conflict get worse. (HAND UP)

(Walk away from the situation)



SAY what the conflict is about. (POINT TO MOUTH) (When calm)



LISTEN to each other. (HOLD EAR)

(Active listening)



THINK of positive options. (POINT TO HEAD)

(What could you do differently next time?)



CHOOSE a positive option each of you can agree on. (THUMBS UP)

RULES:

Agree to resolve the problem/argument.

No name calling.

Take turns talking. (Don't interrupt.)

Be clear and truthful about what is bothering you and what you really need.

Listen to the other person.

Use your brains, not your hands.

Be willing to compromise. (Make a deal)

Remember 'Winners walk, losers stay!'