## **CONFLICT RESOLUTION WORKSHEET**

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Step 1	What are the details of the conflict?	Your feelings about the conflict?	Your thoughts about the conflict
Identify a Specifc Conflict.	Who did you have it with?		
	What was the problem?		
	When? Where? What did each person say?		
	How did it end?		
Step 2	Strategies	Your feelings about using these strategies	Your thoughts about using these strategies
Return to the	Disarm (in what small way is the other person right?)		
Conflict by using De-escalation	Empathy for their feelings and thoughts		
	Inquiry (what other questions do you need to answer?)		
Step 3	What did you do to contribute to the conflict?		
Accept Personal Responsibility			
Step 4	"I" Statements or a modified DEESC Script		
Express Emotions	"I understand you"	Put yourself in their shoes	Don't: Blame or name call
using Assertiveness	"I feel (felt)"	Describe your emotions	Don't: "I feel <u>that</u> "
	"I want (like, rather)"	Let them know you want resolution	Don't: Make the goal impossible
Step 5	A) Find 4 Solutions	B) List the Pros and Cons	C) Pick one & Try it out!
Identify Options/Find Solutions	1. 2. 3. 4.		
Step 6	Each gives in a little	What does a win-win outcome look like?	
Compromise	who gives what?		

Re-visit the conflict because conflict is rarely resolved the first time.