Ways to Resolve Conflict

What might help?

Think about…

- Apologising, for example saying "Sorry" or "Sorry I upset you."

- Finding a trusted person to help.

- Listening to the other person's point of view.

- Taking a breath and counting to ten to deal with anger.

- Trying to understand how the other person is feeling – this is called 'empathy'.

- Trying to find a compromise. This is when someone gives up a bit of something they want to find a fair solution for everyone.

- Each person explaining their feelings.

- Writing a letter to explain their feelings.

- Making a list together of all the possible solutions.

- Agreeing to disagree and moving forwards.

Try not to:

- Shout.

- Be unkind.

- Make it personal – focus on the problem not the person.