AGES 12–18 EDUCATIONAL GUIDE

Conflict Resolution Guide



WHAT THIS IS

Conflict is normal. How we handle it decides whether it hurts a relationship or strengthens it.

HOW TO USE IT

1. Calm down first.
2. Use an I-statement.
3. Listen, then find a middle ground.

EXAMPLE

"I feel hurt when plans change last minute. Can we agree to text earlier?"

The I-statement

I feel ____ when _____

because _____. I need ____.

1 Cool down

Take a break if you are heated. Come back in 20 minutes.

2 Say your side

Use I-statements. No name-calling.

3 Listen

Repeat back what you heard before replying.

4 Find middle ground

What can both of us live with?

A conflict I want to work on

My I-statement:

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