

### Steps for Resolving a Conflict

When you (Person **A**) and someone else (Person **B**) are having a conflict, you can use the following steps to resolve the conflict:

1. Review ground rules (agree to solve the problem, take turns talking, no put downs, tell the truth).
2. Person **A** tells his or her side of the story.
3. Person **B** repeats what **A** said.
4. If **A** doesn't think **B** heard **A**'s version correctly, he or she repeats it until **B** has it straight.
5. Then person **B** tells her or his version of the story.
6. **A** retells what **B** said. If **B** feels that **A** heard correctly, they continue; if not, **A** tries again to retell **B**'s version.
7. **A** and **B** identify points of agreement in their two versions.
8. **A** and **B** brainstorm three plans of action to avoid conflict in the future.
9. **A** and **B** agree on one plan of action. Apologies are expressed, if appropriate, and the two shake hands.