In Focus: Grades 6-8

Steps for Resolving a Conflict

When you (Person $\bf A$) and someone else (Person $\bf B$) 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.