



Conflict Resolution

The Facts

Conflict is part of life and usually occurs when people disagree about problems or situations. Learning how to settle disagreements is an important skill for children to master. Amazingly, it is possible to settle a disagreement and work things out peacefully. That process is known as conflict resolution. Conflict resolution helps us out in the most difficult times without fighting others, running away from a situation and going against our feelings and beliefs. Different points of views, people and strong feelings cause a conflict. Younger people especially experience conflict when dealing and handling with bullies, jealousy, gossip, differences, prejudices, broken friendships and possessions. Trying to avoid the other person and/or attacking them are not the best solutions when dealing with conflict. It is best to work together to solve disagreements.

Resolving Conflict

- 1. Settle emotions and calm down**
Do not let strong feelings lead to an argument. Stop arguing, threatening or name-calling. Try cooling off by relaxing your body, counting to 10, breathing deeply or leaving the room.
- 2. Write the problem down** and focus on the problem not the person.
- 3. Turn the problems into opportunities and possibilities**
Think of solutions you can use to solve the problem. It is best to create multiple solutions.
- 4. Listen to others, they will listen back**
By respecting their thoughts and needs, they will respect yours. Your goal here is to build power with others not over them.
Tip: Rather than interrupting, ask questions when the person is done talking. Restate what you're hearing. Doing so will let the other person know whether or not you are understanding their point of view.
- 5. Don't play the blame game**
Attacking the other person won't help solve the problem. Express your feelings without blaming others.



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- 6. **Recognize what you may have done wrong**
Owning your part of the conflict is an important step to resolution.
- 7. **Compare and contrast each solution**
Your main goal is to mutually agree on the solution.

Tip: Negotiation is key. Sometimes mediation is needed with a third party there to help out with communication, coming up with solutions and following through a plan.
- 8. **In the end, the solution(s) will help reconstruct the relationship**

Battling Bullies

Bullying is the process of intimidating or mistreating someone weaker or in a more vulnerable situation. The following are a few suggestions on how to battle bullies without physically fighting back:

- **IGNORE...the bully**
Showing signs of weakness is what they strive to see. Stand proud and don't let it get to you. You can also ignore the bully by walking away from the situation. It is harder for them to bully someone who won't stand still to listen.
- **AGREE...with the bully**
Refuting what they do or say is what they think is funny. Agreeing with them will make the situation awkward for them.
- **HUMOR...the bully**
Make it so you get the last laugh. Tell a joke!
- **DEVELOP** new or nurture existing friendships.
Friends often serve as buffers and provide support in vulnerable situations.
- **OFFER** support to the victim by expressing words of kindness or condolence. Show disapproval of bullying behavior by not joining in the laughter or teasing.
- **SEEK** immediate help from an adult and report bullying incidents to appropriate personnel.

Produced by
PARTNERS IN PARENTING (PIP) (800) 457-2736
 Colorado Family Education, Resources & Training
 Colorado State University Cooperative Extension
 Funded by the Alcohol & Drug Abuse Division and CSAP

Information for this PIP TIP collected from a variety of research based resources.

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