

RESOLVING DISAGREEMENTS IN 3 STEPS



1

Step 1: Cool off.

Ask yourself, 'Am I ready to solve this problem?' If you are too angry or upset, give yourself a chance to calm and cool down. You may need to walk away or take a few deep breaths before coming back to solve the problem.

2

Step 2: Listen and talk it out.

Listen to your friend tell their side of the story. Let your friend know that you understood what they were saying by telling them what you heard. Start with, 'I heard you say...' When you are telling your side of the story, try to use 'I' messages.

3

Step 3: Solve.

Talk about possible solutions until you find a compromise or a solution. If you are having trouble solving the problem, ask an adult for help.