

Conflict Resolution

HOW TO USE AN "I-STATEMENT"



Sad



Embarrassed



Stressed



Frustrated



Annoyed



Angry



Hurt

I FEEL _____
(STATE HOW YOU FEEL)

WHEN _____,
(WHAT HAPPENED)

PLEASE _____.
(WHAT DO YOU WANT TO HAPPEN INSTEAD)

HOW TO RESPOND TO AN "I-STATEMENT"

You Sound _____
(RESTATE THEIR FEELING)

Because _____
(WHAT HAPPENED)

Next Time I Will _____
(WHAT YOU WILL DO NEXT TIME)