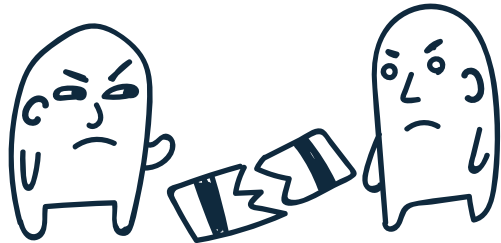


1.3 Conflict Resolution

Name: _____

SOUL Center: _____

Date: _____



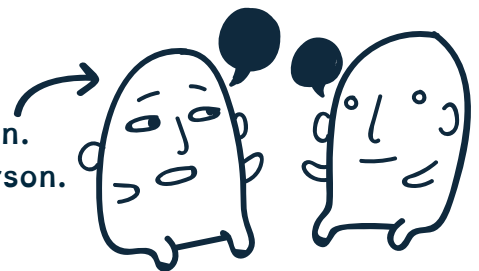
A **conflict** is a serious disagreement or argument with someone...

...**resolution** is the act of solving the problem.

Conflicts are a part of life but if not resolved, teamwork can suffer!

STEPS TO FOLLOW:

1. Be aware of the conflict.
2. Talk and listen to the other person.
3. Focus on the problem, not the person.
4. Find a compromise.
5. Be respectful and use appropriate language.
6. Ask for help if the conflict persists.



PHRASES YOU CAN USE:

Elaborate...

- > Tell me more...
- > Why do you think that?

If you agree...

- > That's true because...
- > I agree with what you are saying...

If you disagree...

- > I understand what you are saying but I have a different opinion...
- > I somewhat disagree with what you said because...



1A

Introduction

