



Conflict Resolution Grades 9-12

Language of Health Literacy:

I feel ____ when ____ because ____.

When ____ (happens), I ____ in order to calm down.

____ and ____ are struggling to agree on ____.

I (should/should not) engage in a conflict when ____.

When a conflict is about ____, I (should/should not) engage because ____.

Step 1

Understanding that each person has a different perspective during conflict is important because ____.

I feel ____ when ____ because ____.

I need ____.

I would like ____.

I hear that you feel ____ when ____ because ____.

Something you need to move forward in this conflict is ____.

Step 2

How important is it that I ____?

It is (very/kind of/not) important to me that we ____.

I cannot move forward unless ____ (happens).

I agree to ____.

You agree to ____.

We both want ____ from this resolution. Can we agree on this point?

Step 3



Step 1: Acknowledge the Conflict

Sub Skills:

- Explain feelings
- Use coping strategies to remain calm and rational
- Identify the reasons for the conflict
- Decide to engage or walk away



Step 2: Explain Perspectives

Sub Skills:

- Define perspectives
- State feelings & needs
- Listen to perspectives



Step 3: Make a Compromise

Sub Skills:

- Define negotiation
- Decide on importance of needs & wants
- Create a plan



Step 4: Reflect

Reflection Questions:

- How did I respond to this conflict?
- What was my contribution to this conflict?
- Did I communicate my feelings and needs? Why or why not?
- Did I listen to other perspectives effectively? Why or why not?
- Was this conflict resolved? Why or why not?
- What went well during the conflict resolution?
- What could have gone better?
- How can I personally do better the next time I face conflict?