

## Tips for Teens: Conflict Resolution

1. Talk to the person directly, don't use other people to speak for you!
  - (It's like the game "Telephone," by the time the message reaches the other person, it ends up sounding different than you intended).
  
2. Don't jump to conclusions!
  - Hearing the other person's side of the story can help you get the facts and understand where they are coming from.
  
3. Listen!!!
  - Each side needs a chance to express themselves.
  
4. Use "I" statements to express your feelings.
  - I feel sad when you and Jenny ignore me at lunch. I wish you wouldn't do that.
  - Begin your statements with "I", **not** "You"
  
5. Apologize if you have done something wrong or hurt someone.
  - Don't be afraid to take responsibility for your mistakes.

6. Brainstorm ideas of things you can both do to prevent this from happening again.
  - Find a few you can agree on and follow through with them!

(Adapted from “Conflict Resolution Strategies for Teens” by Susan Carney; [www.suite101.com](http://www.suite101.com))