



THE BALANCE LIFE SKILLS WAY

Cultivating Awareness, Compassion, Respect

Conflict Resolution: 6 Steps to Cool Heads

1. Cool Off



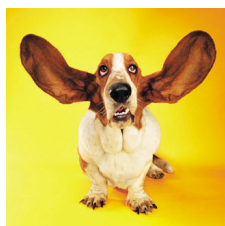
When two people are upset with each other **COOL OFF** first. **Stop, Breathe, Chill.** Separate, take at least 20 minutes to relax. Go to step 2!

2. Use "I" Messages



Begin your message with **statements about yourself** without making "You" statements that tend to accuse the other person of being wrong or bad. Go to step 3!

3. Listen Closely



Take time to **LISTEN** to the other side. Your goal is to hear the other side of the story. Repeat back what you understood the person to say. Go to step 4!

4. Take Responsibility



Think how you were responsible for the conflict and be **willing to admit your part**, without putting blame on the other person. Go to step 5!

5. Find a Solution



Brainstorm solutions, consider the pro and con's, be willing to compromise and be sure it is fair to all concerned. Go to step 6!

6. Affirm, Forgive, Thank, Apologize



In the end **forgive** when you need to, **apologize** for mistakes, say **thank you** when you have solved the conflict and **affirm** your friendship. "We are still friends"

The Balanced Life Skills Way is available as an online course and we are available to do private one on one coaching for parents, children or families. The online course is available on Nixty.com. For more information on coaching contact us by phone or through our website.