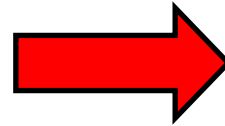


Conflict Corner

Step 1

Get Into Your Upstairs Brain

1. Take a deep breath
2. Open your palms
3. Relax your muscles



Step 2

Listen and Explain

1. Take turns explaining your point of view
2. Don't interrupt when it's not your turn
3. Try to understand how the other person feels



Step 3

Find the need

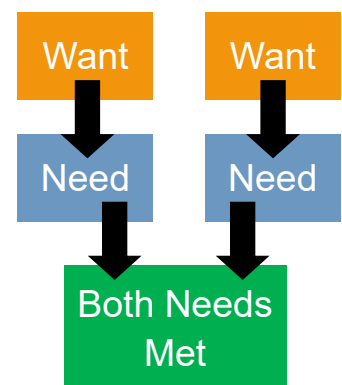
1. What need does the other person have?
2. What need do you have?



Step 4

Collapse Conflict

1. Brainstorm different ways that you can meet both people's needs.



Step 5

Find agreement

1. Choose a solution that works for both people.
2. Shake hands, elbow bump, high five or fist bump!
3. Congratulate yourself on a job well done!

