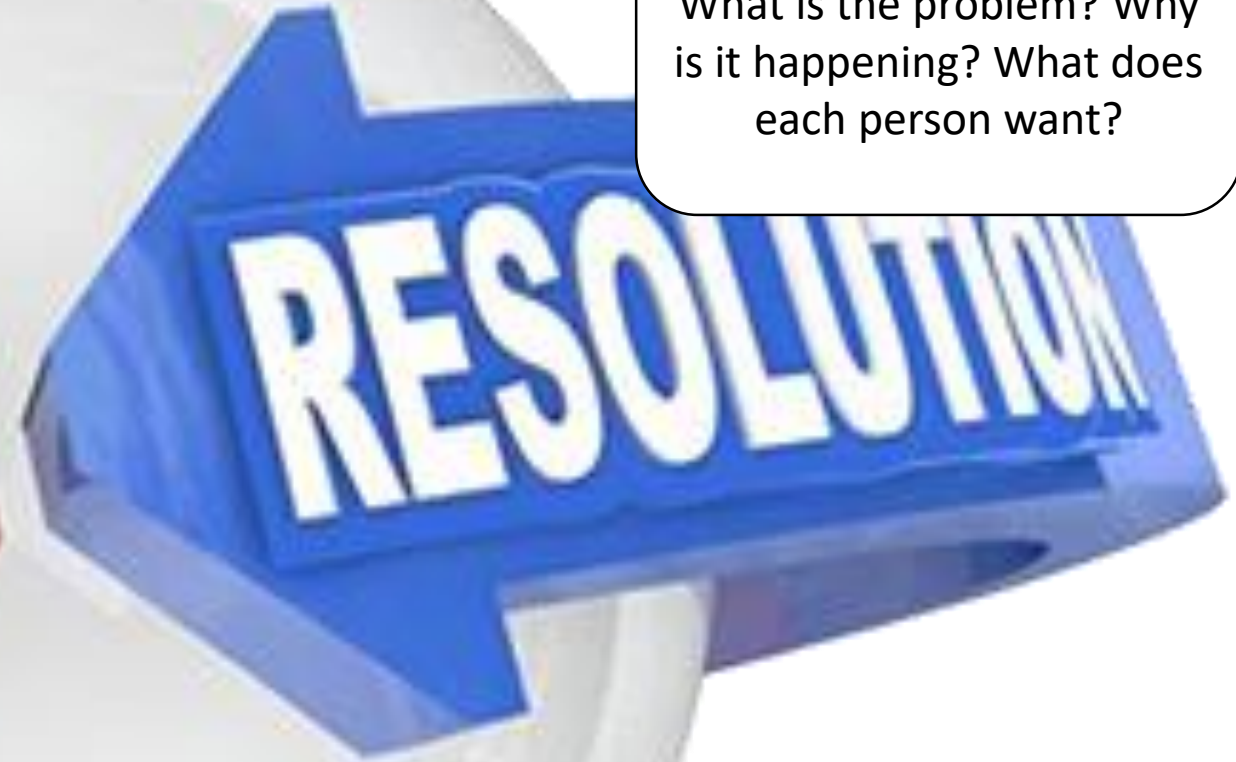


## What is conflict resolution?

An effective and peaceful way to solve arguments, fights and disagreement between two people or groups.

### 1. Identify the problem

What is the problem? Why is it happening? What does each person want?



**2. Open communication** is key to a peaceful solution. Some tips:

1. Listen (calmly)
2. Ask questions to clarify
3. Avoid assumption
4. Do not avoid conversation and ignore the problem!

### 3. Empathy

- Put yourself in the other person's shoes, and try to understand what they are trying to say. How would you feel in that situation?
- Always be respectful when talking to avoid ruining relationships

### 4. Feelings

- Be aware of your own feelings!
- How are you feeling?
- Angry, stressed, hurt? Tell the other person how you really feel!

**5. Negotiation** is one of the best ways to solve a problem. Try to find a solution where you both will be getting what you want. This means you may have to sacrifice or compromise, be ready to do so!

