I-STATEMENTS

FEELING
I feel ________________________ (heart feeling word)

SITUATION
When I ____________________ (describe what happened without blame)

NEED
Because I need ____________________ (what you need to feel alright)

REQUEST
And could you ____________________? (what you are asking for)

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1. **Stop.** Cool off. Take a deep breath.

2. **Listen** to each other. Find out what you both need.

3. **Talk.** Share your feelings using I-Statements.

4. **Empathize.** Really try to understand how the other person feels.

5. **Plan.** Brainstorm solutions and agree on a plan.

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**5 TOOLS FOR CONFLICT RESOLUTION**
Stereotype: A label.

Prejudice: A judgment made about someone without knowing the person.

 Discrimination: An action based on stereotypes and prejudice.
Culture:
A way of life (customs, values, art, food, language, etc.) shared by a community of people.

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Mutual Respect
Open Mindedness
Self Respect
Attitude
Individuality
Community
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BE ASSERTIVE

Strong without being mean!

It's your

• body language
• what you say
• how you say it

You gotta be:

CALM • COOL • COLLECTED
CONFIDENT • CLEAR
3 Keys to Peace

- Listening
- Empathy
- Assertiveness

3 Peace Blockers

- Blame
- Guilt
- Defensiveness

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