#### 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)



# 5 TOOLS FOR CONFLICT RESOLUTION

- 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.



# Stereotype: Alabel.

## Prejudice:

A judgment made about someone without knowing the person.

## Discrimination:

An action based on stereotypes and prejudice.



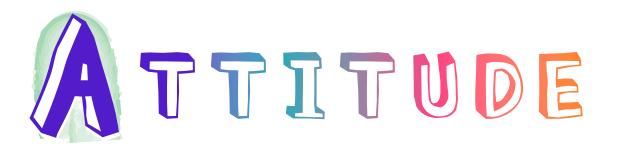
## Coltore: A way of life (eustoms, values, art, food, language, etc.) shared by a community of people.





# OPEN MINDEDNESS











### BE ASSERTIVE

# Strong without being mean!

It's your

- · body language
  - o what you say
- · how you say it

You gotta be CALM · COOL · COLLECTED CONFIDENT · CLEAR



## 3 Keys to Peace







### 3 Peace Blockers

- O Blame
  - O Gvilt
    - ODefensiveness

