

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:

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.

A circular illustration in the background shows several stylized human figures in various colors (purple, orange, teal, blue) with their arms raised, suggesting a group of diverse people celebrating or participating in an activity.

MUTUAL RESPECT

OPEN MINDEDNESS

SELF RESPECT

ATTITUDE

INDIVIDUALITY

COMMUNITY

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