

## **RULES TO HELP RESOLVE CONFLICTS**

I know that anger and conflict are normal parts of everyday life. It is how we handle the anger and conflict that counts. The following is a list of healthy and unhealthy behaviors during a disagreement or conflict.

### **HEALTHY BEHAVIORS**

- Speaking in a calm voice
- Asking questions to clarify
- Thinking before speaking
- Not interrupting
- Making regular eye contact (no glaring)
- Stick to only one issue
- Breathe calmly, stay relaxed
- Be proud of everything you say
- Be responsible for everything you say
- Focus on solutions, not “who wins” the disagreement
- Paraphrase what the other person is saying
- Be open to compromise and negotiation
- Be flexible and willing to change your mind
- Pass up chances to insult, attack or criticize
- Listen carefully instead of thinking of what you will say next
- Take time-outs as needed

HOW MANY DO YOU DO?

### **UNHEALTHY BEHAVIORS**

- Yelling, Screaming
- Calling someone names
- Rolling your eyes or making faces
- Looking for things to criticize
- Getting stuck in the past
- Interrupting before someone stops talking
- Hit, push, shove, or just threaten to do so
- Standing up and yelling or speaking loudly
- Running away from the issue
- Wanting to get the last word in
- Attacking the other’s personality
- Using generalizations like “always” or “never”
- Acting superior
- Ignoring people
- Telling people how to run their lives
- Saying “forget it,” “tough,” “I don’t care,” “so what,” or anything that ignores the other’s concerns
- Insult
- Telling people they are stupid, weird, crazy
- Calling people names like: fat, ugly, stupid, worthless, crazy, dumb
- Putting people down in front of others
- Telling people you wish they were dead or didn’t belong

HOW MANY DO YOU DO?