Five-step approach for resolving conflict

Stop and think!

1. **Stop and think before saying anything**
   Never act without thinking, as you may say or do something you end up regretting.

Say it!

2. **State what the problem is**
   Avoid blaming or calling anyone names. Start sentences with ‘I’ rather than ‘You’. For example, ‘I feel hurt when I am left out’ rather than ‘You always leave me out of things.’

Listen up!

3. **Listen to others**
   Everyone has a right to be heard. There is more than one side to every argument and there may be a reasonable explanation for the difference of opinion.

Possibility thinking!

4. **Think of possible solutions**
   Try to think of as many solutions as possible. Don’t dismiss any possibilities at this stage.

Win-win!

5. **Agree a solution**
   You should respect the rights of others and try to find a win-win solution. If one person benefits from the solution more than another, this may lead to further conflicts.