

# Five-step approach for resolving conflict - recording sheet

## Stop and think!

1. What is going on? What can I say to myself so that I don't act without thinking?

I can say:

## Say it!

2. This is the problem:

## Listen up!

3. What does the other person REALLY think and feel?

## Possibility thinking!

4. How many solutions can I formulate?

## Win-win!

5. This is the solution that would ensure a 'win-win' for both of us:



### **Photocopiable:**

*Developing Emotional Literacy with Teenagers*, 2nd edition © Tina Rae, 2013 (SAGE)