

# Resolving Conflict Cards



## Resolving Conflict Cards

A big part of resolving a conflict is managing our emotions. Feelings like anger or frustration can make us do and say things we shouldn't. When you are in a conflict, a good way to start resolving it is to slowly count to ten. As you are doing this, try to breathe in and out slowly.

1...2...3...4...5...  
6...7...8...9...10



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Listening to others is a good way to help resolve conflict. Try to listen carefully to what the other person is saying instead of only talking.



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When we have fallen out with someone, it is easy to raise our voice. When resolving a conflict, try to keep your voice at a low level, as if you were talking to someone sitting next to you in the classroom.



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The word 'sorry' is a great way to resolve a conflict. However, using it properly is important. Instead of saying "I'm sorry you're upset", try saying "I'm sorry I upset you".



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It can be tricky to solve a conflict and sometimes you might need some help. Find someone that everyone involved trusts. It could be a sensible class member or an adult from your school. Calmly explain what has happened and listen to their advice.



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Be careful with the words you use. Don't call anyone names or use unkind words.



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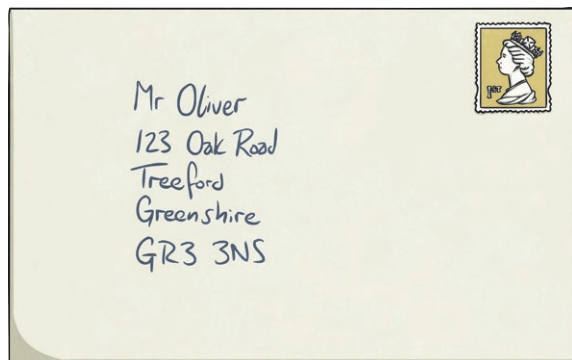
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Sometimes it is difficult to stay calm when talking about a conflict. You might find it easier to express your feelings by writing the person a letter. Remember to still use kind words.



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Sometimes it can be tricky to resolve a conflict when emotions are strong. It can sometimes be a good idea to walk away from a conflict and then discuss it later when everyone is feeling a bit calmer.



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Compromise is when people agree to give up on a bit of something they might want in order to find a fair solution to a problem. If all the people in a conflict compromise a bit, you should be able to find a fair solution.



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Empathy is when you try to understand how another person is feeling. Use your imagination to think about how the other person is feeling.

