



Conflict Resolution

Communication is the most important tool for resolving conflict. Communication encompasses both what you convey to the other person and receiving and acknowledging their thoughts and feelings. Resolving a conflict means achieving a way to move forward that you are both comfortable with.

DIRECTIONS: Either work with someone with whom you are currently in conflict, or think about how you have resolved conflict with someone in the past and complete the chart below.

My Thoughts and Feelings
What can we agree on in order to move forward?
Their Thoughts and Feelings