

Conflict Resolution 101



COMPLAIN WITHOUT BLAME

**IT'S NOT WHAT YOU SAY,
IT'S HOW YOU SAY IT.....**

USE THESE FOLLOWING THINGS:

FEELINGS - "I FEEL LEFT OUT..."

FACTS - "WHEN YOU MAKE IMPORTANT
DECISIONS WITHOUT ME..."

FAIR REQUESTS - "WILL YOU PLEASE TALK TO
ME THE NEXT TIME YOU MAKE AN IMPORTANT
QUESTION

EMPATHIZE AND REPAIR

PARAPHRASE

"I HEAR THAT YOU FEEL..."

ACCEPT RESPONSIBILITY

"I WAS WRONG WHEN I..."

FIND POINTS OF AGREEMENT

"WE'RE ON THE SAME PAGE ABOUT..."

COMPROMISE

"MAYBE WE COULD BOTH..."

***ASSERTIVE COMMUNICATION IS THE MOST
EFFECTIVE FORM OF COMMUNICATION, BUT
ALSO THE LEAST COMMONLY USED FORM**

10 TIPS TO A HEALTHY ROOMATE RELATIONSHIP

10. BE ACCEPTING
9. BE PATIENT
8. LISTEN!
7. DISAGREE RESPECTFULLY
6. COMMUNICATE ASSERTIVELY
5. BE DEPENDABLE AND TRUSTWORTHY
4. ASK QUESTIONS
3. MANAGE YOUR STRESS
2. BE HONEST
1. BE TRUE TO YOU!



CONFLICT

RESOLUTION

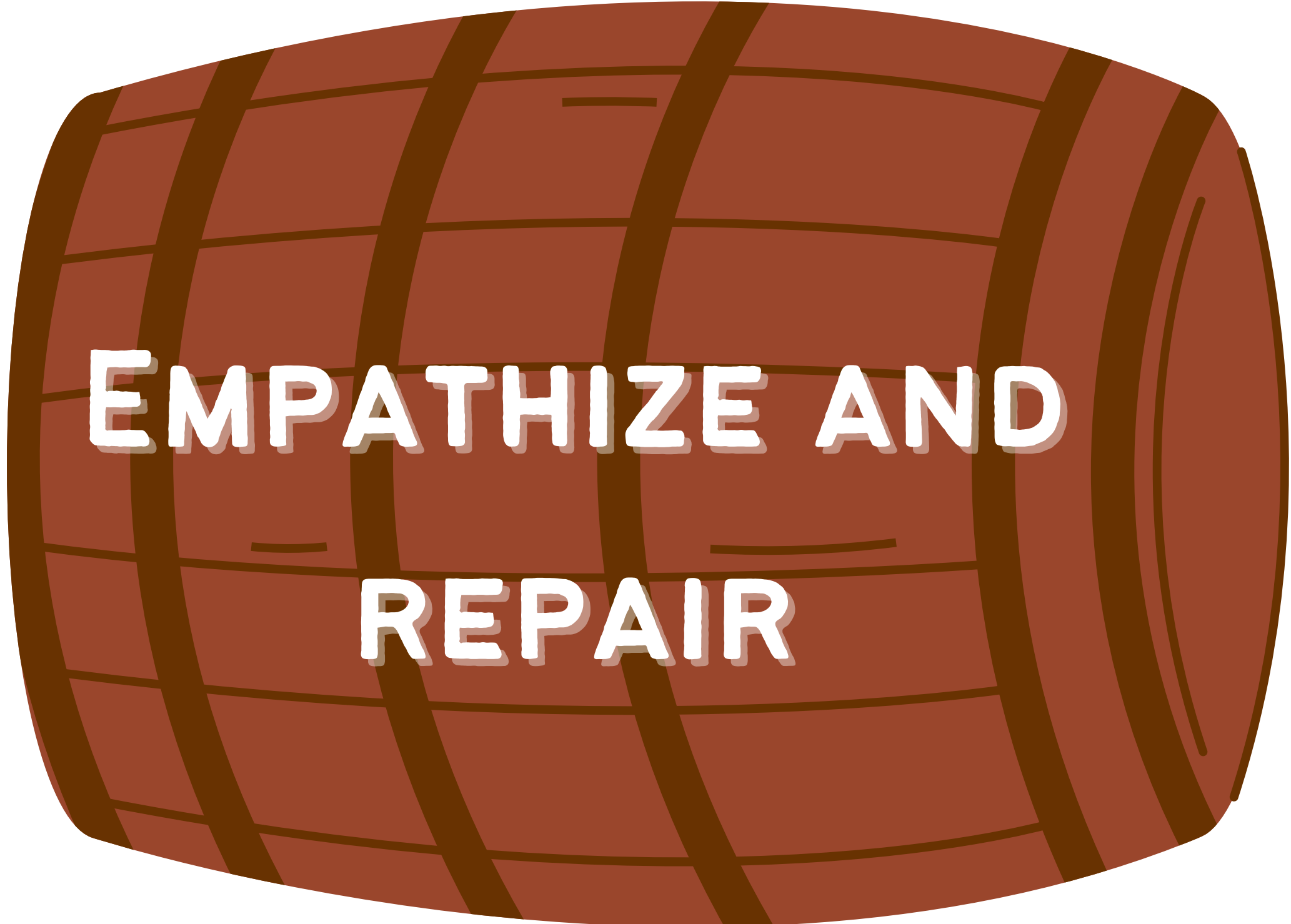
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