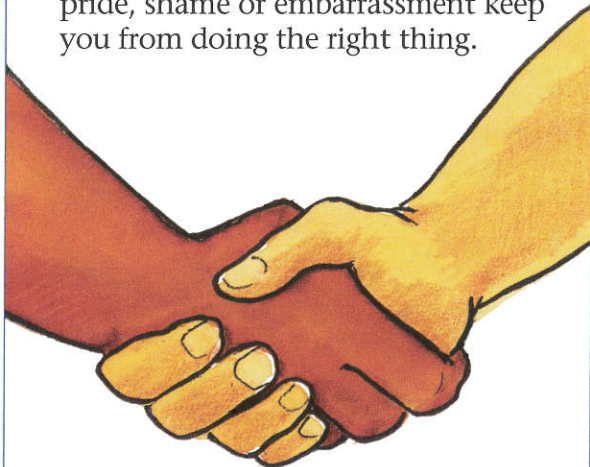


## You can prevent conflicts!

Sometimes the best way to deal with a conflict is to prevent it from happening in the first place. Here are seven things you can do to prevent conflict:

1. **Treat everyone with respect.** This is the most important thing you can do.
2. **Tolerate differences.** Try to appreciate people, even if they look, act or believe differently from you.
3. **Do not tease, put down or make fun of other people.** Don't watch or laugh if someone else is making fun of another person.
4. **Respect property.** Don't borrow another person's things without asking. Don't alter or vandalize another person's property.
5. **Think before you act.** Decide if what you are about to do will create a serious conflict.
6. **Take responsibility for your actions.** If you do hurt or offend someone – even if you didn't mean to – tell him or her that you are sorry.
7. **Keep your pride in check.** Don't let pride, shame or embarrassment keep you from doing the right thing.



Conflicts and disagreements happen to everyone. But you can work through conflicts without violence.

Look inside for ways to deal with conflicts before they get out of hand.

If you are having a problem with violence, talk to a trusted friend, relative or teacher. Or you can call the Girls and Boys Town National Hotline at 1-800-448-3000.

This pamphlet is not a substitute for medical care. If you have questions or concerns, please talk with a health care provider.

Written by Mardi Richmond.

Designed by Eva Bernstein. Illustrated by Meg Biddle. Special thanks to our reviewers from YAC and Aptos High.

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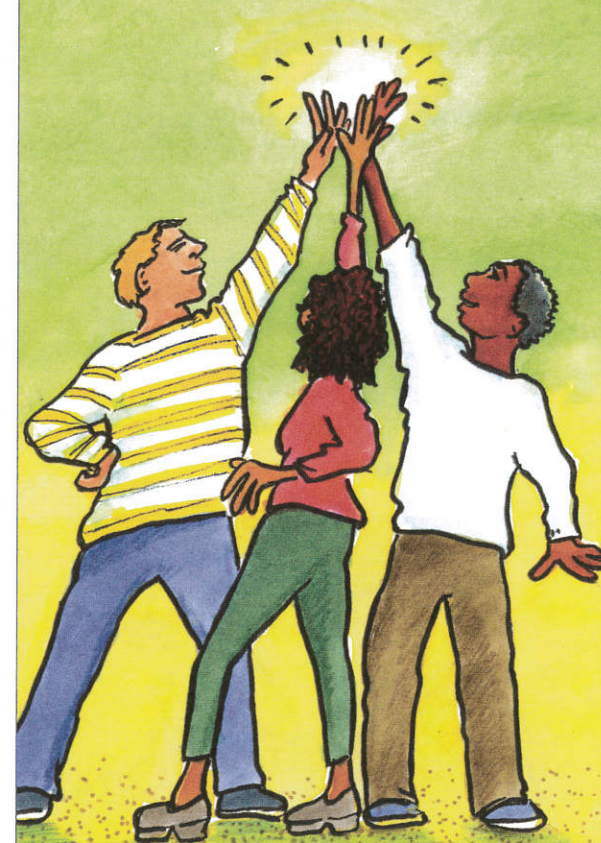
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CONFLICT RESOLUTION

# Dealing with Conflicts Without Violence



WORKING IT OUT

## DEALING WITH CONFLICTS WITHOUT VIOLENCE

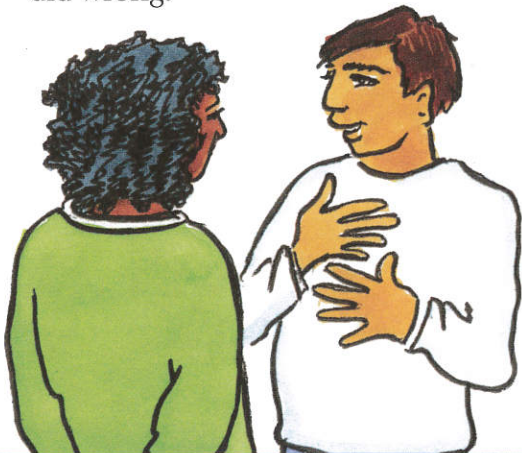
Everyone has conflicts. Disagreements and arguments are normal parts of life. It's how you deal with a disagreement that matters. These tips will help you resolve conflicts peacefully – without violence.

### Approach conflicts with a positive attitude.

- ✓ Have an attitude that says, *"I know we can find a solution to this problem."*
- ✓ Your good attitude may be enough to keep a conflict from turning violent.

### If you can, talk it out.

- ✓ When talking about a problem:
  - Listen to what the other person has to say. Ask questions to help you understand his or her point of view.
  - Respond to his or her feelings. Say things like, *"I understand why you are angry."*
  - Talk about your feelings by using "I" messages. For example, you might say, *"I am feeling very hurt."*
  - Avoid yelling, blaming or name-calling.
  - Avoid telling the person what he or she did wrong.



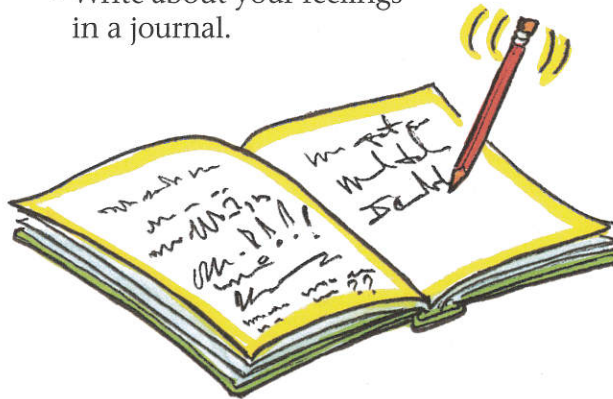
### Keys to negotiation:

Negotiation is when two people or groups look for a peaceful solution to a problem. A successful negotiation means working together to:

- Identify the real problem.
- Come up with ideas for solutions.
- Look at the pros and cons of each solution.
- Choose a solution that both people or groups can live with.

### Learn to control your anger.

- ✓ Anger is a natural response to conflict. But if your anger is out of control, it can make the problem worse.
- ✓ When you feel angry, you can:
  - Breathe deeply to calm yourself.
  - Take time out to get control of your feelings.
  - Talk over your feelings with someone else.
  - Exercise to help blow off steam.
  - Write about your feelings in a journal.



### Look for peaceful solutions.

- ✓ Peaceful solutions may include:
  - Making a compromise.
  - Sometimes giving in to what the other person wants (even when you know you're right).
  - Agreeing to disagree.

### If the conflict is turning violent, walk away.

- ✓ Sometimes your best efforts won't be enough to keep a conflict from turning violent.
- ✓ If you sense that a conflict is going to end in a fight or with one person hurting the other, walk away.
- ✓ You can try to solve the problem another time, after you both cool off.



### If you can't work it out, get help.

- ✓ Ask another person to help you find a solution.
- ✓ At school, you may be able to have a peer mediator or a teacher help you sort it through.
- ✓ At home, you can ask another family member to help you work it out.

### If you are being bullied or harassed...

Get help. Don't try to negotiate with someone who is bullying you or hurting you.

- Tell a responsible adult about the problem and ask for his or her help.
- Decide together if it is best for you to stand up for yourself and tell the bully to stop – or if another person should step in.