

I-STATEMENTS

FEELING

I feel _____

(what your heart feels)

SITUATION

When I _____

(describe what happened without blame)

NEED

Because I need _____

(what your heart needs)

REQUEST

And could you _____?

(what you are asking for specifically)

5 TOOLS FOR CONFLICT RESOLUTION

- 1. Stop.** Cool off. Take a deep breath.
 - 2. Listen.** Find out what you both feel and need.
 - 3. Talk.** Share your feelings using I-Statements.
 - 4. Empathize.** Try to understand how the other person feels.
 - 5. Plan.** Brainstorm solutions and agree on a plan.
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Stereotype:

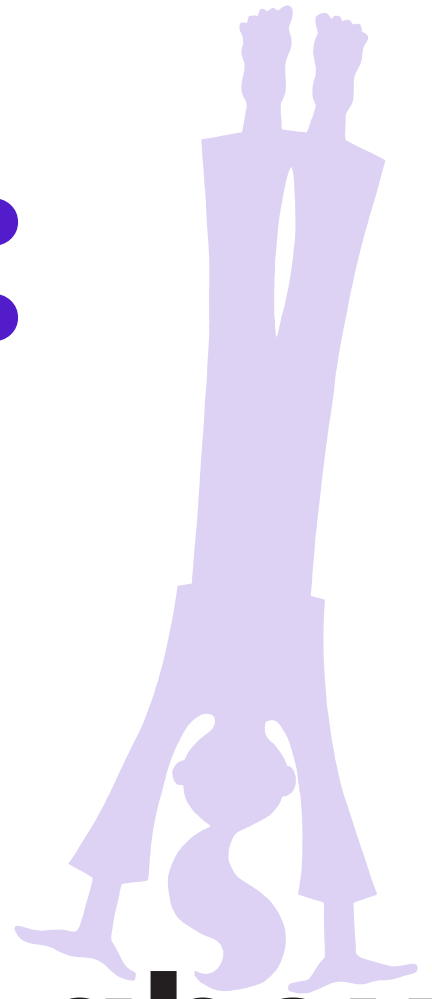
A label.

Prejudice:

A judgment made about someone without knowing the person.

Discrimination:

An action based on prejudice and stereotypes.





ETHNICITY

**A way of life
(customs,
values, art,
food, language,
etc.) shared by
a community
of people.**

M Mutual Respect

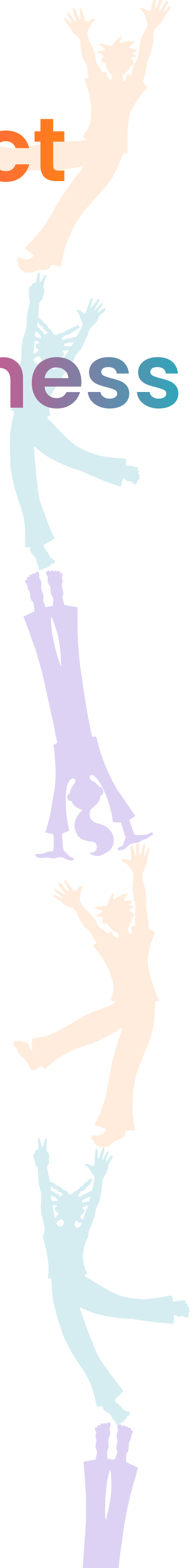
O Open Mindedness

S Self Respect

A Attitude

I Individuality

C Community



BE ASSERTIVE

**Strong without
being mean!**

It's your

- **body language**
- **what you say**
- **how you say it**

You gotta be

CALM

COOL

COLLECTED

CONFIDENT

CLEAR

3 Keys to Peace

 **Listening**

 **Empathy**

 **Assertiveness**



3 Peace Blockers

 **Blame**

 **Guilt**

 **Defensiveness**