

MEDIATION POSTER/PAMPHLET

Resolving Conflict

-- Finding
satisfying solutions

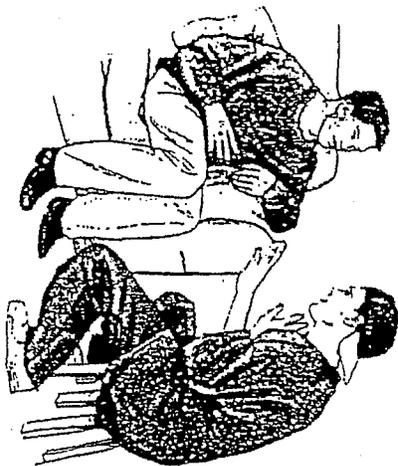


Work toward a solution that leaves everyone satisfied.

Here are two ways to reach a winning solution:

Negotiation

This is when both parties work together toward a solution. They may use the steps described on page 4.



Mediation

This occurs when a third party -- or group -- helps the parties who are in conflict:

- communicate
- stick to solving the problem
- meet halfway and work out a "win-win" plan that satisfies both sides
- follow through with the plan.

Mediators cannot be directly involved in the conflict.

Mediators must:

- ask questions and listen to both sides
- find out what each side wants
- help the parties agree on a solution.

Mediators cannot take sides, gossip, blame, punish or decide who is right or wrong.

Focus on what you gain -- not what you give up!



When feelings are running high, it's not always easy to keep cool.

Learn ways to relax.

- Calm your mind and body by taking slow, deep breaths.
- Exercise to work off tension. (Consult your health-care provider before beginning any exercise program.)
- Take time out before you say or do something you may regret later.

If you can't resolve a conflict, ask for help to work things out.

You could ask a:

- close friend or peer mediator
- teacher or parent
- school counselor
- social worker.



Learn to turn conflicts into solutions!



You can solve problems peacefully.

Learn the steps to resolve conflict:

- 1. Calm down.**
Stop arguing, name-calling, etc.
Take time to cool off.
 - 2. Describe the problem.**
Be specific -- "It's hard to study when you have friends over," not "You're always driving me crazy with your noise." Get the other side of the story. Separate feelings from the facts.
 - 3. Think of solutions.**
Write down every solution you can think of -- even silly ones.
 - 4. Weigh every solution.**
Think about possible results.
Ask yourself:
 - What will happen if we do this?
 - Will we both get what we need?
 - Who else might be affected by our choice?
 - 5. Choose one solution.**
Then, carry it out. Later, talk about whether the plan is working. If it's not, try another solution.
- Both sides must be willing to forgive any mean things that were said or done.



Communication is the best way to resolve problems peacefully.

Be a good listener.
Face the person directly, and avoid interrupting. Listen carefully, and ask questions when the person is done.

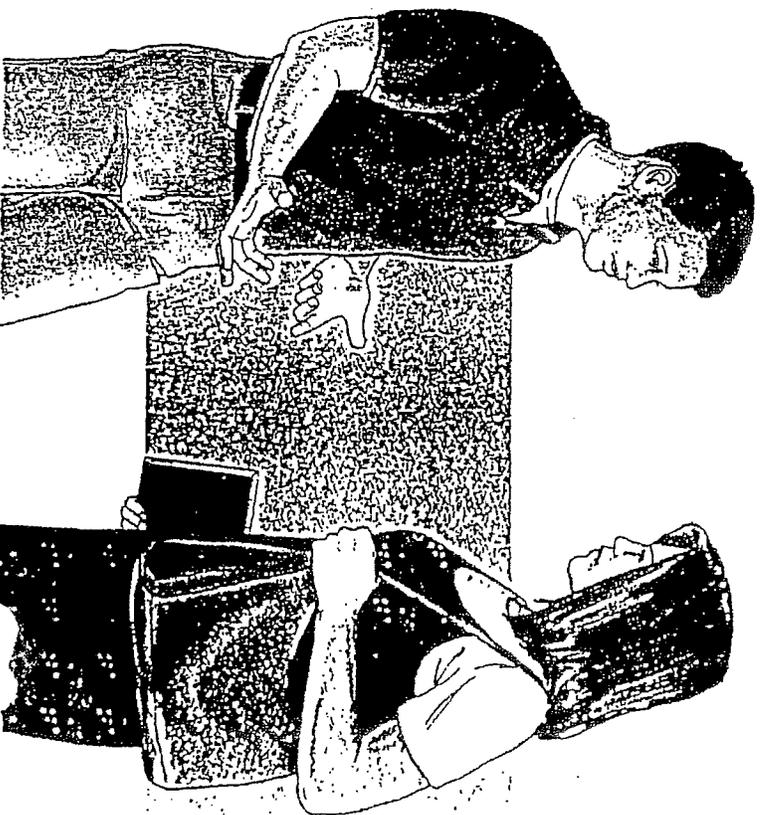
Restate what you think you heard.

Sometimes we don't understand what another person is saying. Using your own words, tell the speaker what you think he or she said. Give him or her a chance to respond.

Don't be mean.
Respect the other person's right to an opinion. Attacking the other person with insults or criticisms won't solve any problem. You may only make matters worse.

Be assertive.

This doesn't mean being aggressive. It means stating your thoughts and feelings without getting angry. Say "I feel frustrated," not "You really tick me off."



Conflict resolution

means learning to settle disagreements peacefully.

It's an important part of living with others.

Conflict resolution skills help you solve problems:

- without hurting others
- without running away
- without going against your beliefs.

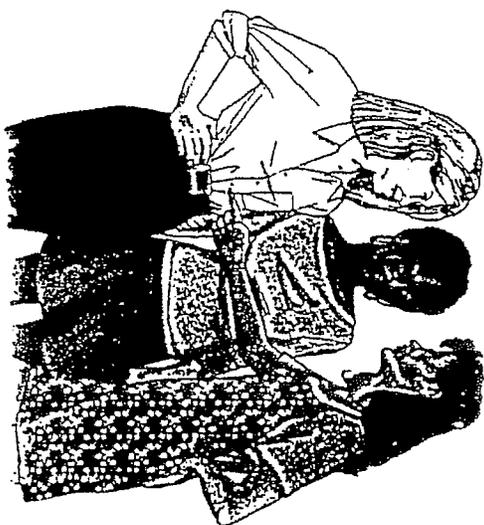
Settling problems peacefully helps you:

- stay safe
- feel good about yourself
- learn to respect others.



Conflict resolution skills should be a part of everyone's life!

Conflict is a normal part of life.



Conflict can have many causes.

Young people must deal with many things that can cause conflict. These include:

- being bullied or picked on
- jealousy or competition over appearances, accomplishments or money
- prejudice and discrimination based on race, gender, culture or religion
- gossip
- broken friendships or romances
- disagreements with parents and other family members.

For a conflict to occur, you need:

- at least two people or two groups of people
- different opinions or points of view
- strong feelings, such as anger, jealousy, fear, confusion or loneliness.



But, you can learn to deal with conflict in a positive way.