

## TYPES OF CONFLICTS

1. Property disputes
2. Values
3. Friendship disputes
4. Put downs
5. Verbal arguments
6. Physical arguments
7. Bias incidents

## TYPES OF SOLUTIONS

1. win-win, fair-fair, sharing, take turns
2. agree to disagree, listening, paraphrasing
3. listening to feelings, affirmation
4. apologize, hear point of view of others, affirmation
5. listening, distraction, mediation
6. separate, mediation, if no agreement-send to principal
7. listen-paraphrase, suggest an alternative, I statements

## RESPONSES TO CONFLICT

listening  
paraphrasing  
active listening  
people in conflict paraphrase  
affirmation  
distraction  
transforming energy of conflict  
flip a coin  
apology  
sharing  
empathy  
I statement  
agree to disagree  
negotiation  
mediation  
problem solving session with facilitator  
listen, paraphrase, suggest an alternative  
separate  
cool off  
shuttle diplomacy  
arbitration  
send to authority