



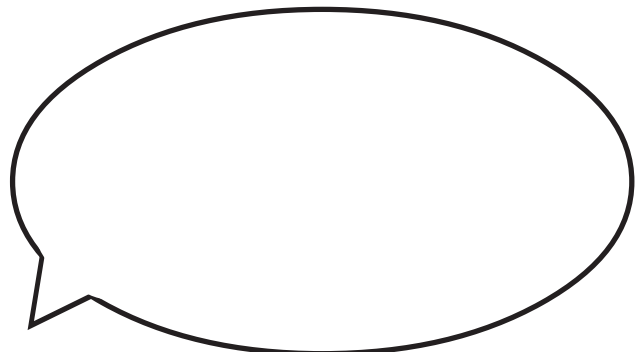
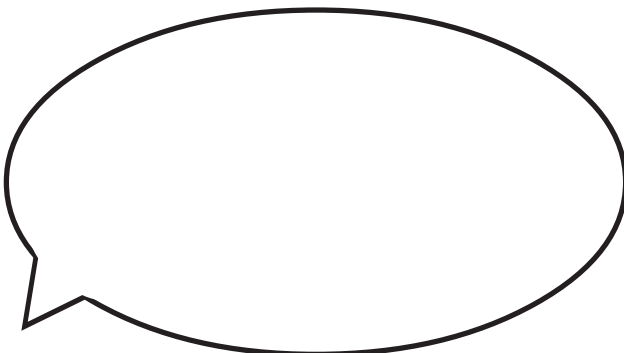
Say What You Mean



Using these words will give you the power to tell people how you feel and what you want to happen.

- **I feel** (describe how you feel)
- **When** (describe what has happened)
- **Because** (say why this makes you feel that way)
- **I would like** (what do you want to change?)
- **Or** (what will you do if it doesn't change?)

I **feel** really angry **when** you tease me **because** it does not respect my feelings and **I would like** it if you stopped saying those things **or** I will have to go and tell a teacher.





Resolution Framework



What is the problem?

How am I feeling?

How can I calm down?

What choices for resolving the conflict do you have that will have a good consequence?

Choice 1

Consequence

Choice 2

Consequence

Which is your preferred choice?

Why?



Now for Negotiation



In a calm and friendly way you can solve arguments by negotiation.

A. LISTEN WITHOUT INTERRUPTING

- Ask the other person what they consider the problem to be.
- Ask them how they are feeling.
- Say what you consider the problem to be.
- Say how you are feeling.

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B. TRY TO UNDERSTAND THE ISSUES

- Take turns to ask questions.

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C. RESOLVE THE ISSUES

- Say what you will do to resolve the issue.

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D. ACTION AGREEMENT

- If you both agreed do what you said you would do.

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DISAGREEMENT DECISIONS

- If you can't agree start from the beginning or get a facilitator to help you work through the process again.