

**1. Stop and  
cool off.  
Decide  
who goes  
first.**



**TIP:** Encourage each other by creating an atmosphere where each person can be accepted and heard.

**2. I Message:**

“I feel \_\_\_\_\_  
when \_\_\_\_\_  
because \_\_\_\_\_  
I need \_\_\_\_\_.”



**Retell what  
you heard.**

(Their side of the story.)

**TIP:** Show your support by listening to what the person is truly saying without judgment.

**3. What can we  
do  
differently?**

(Each person comes up with an idea.)

**Choose a solution  
that meets both of  
your needs.**



**TIP:** Negotiate a solution by creating a win-win situation. What can each person give to make the solution possible?

**4. Say  
“Thank You”  
and shake  
hands**

(Go for it, by taking care of yourself so you don't have to come back.)



**TIP:** Trust each other to respect and honor the solution.