

## Conflict Resolution Checklist

Review this checklist before communicating with others to increase your awareness of positive social strategies that can be used. Reflect on your actions after talking with another person when a conflict occurs. Make a check mark next to each type of social strategy that you used during this interaction.

Name: \_\_\_\_\_

Date of Interaction: \_\_\_\_\_

Other Person(s) Involved: \_\_\_\_\_

- Suspended My Opinion** – Waited to share my opinion with the other person and listened actively to what the person was saying.
  
- Listened to the Person’s Concerns and Issues Before Expressing My Views** – Actively listened to the other person’s ideas and paraphrased his or her concerns to make sure I understood the issue.
  
- Validated the Concerns a Person has About the Problem** – Let the person know that I appreciated that s/he is sharing the concerns with me. I let the person know that I respect them and believe that people can have different views without anger or disrespect.
  
- Paid Attention to the Feelings the Other Person was Expressing** – Watched for verbal and nonverbal cues that indicated the emotions the other person was feeling.
  
- Focused on the Other Person’s Needs Before Looking for Solutions** – Assessed what the person’s needs were instead of immediately seeking a solution to the problem.
  
- Focused on Present Issues Rather Than Older Arguments** – Avoided bringing up older arguments or gathering a large number of complaints to share with person; did not use generalizations to describe the problem (“you always disagree with me.”).

- Was Aware of My Own Emotions and Stayed Calm During Interaction** – Stayed calm and was aware of the way my tone of voice and body demonstrated this calm, positive nonverbal cues (relaxed posture and quiet voice).
  
- Looked for Ways to Achieve Goals by Combining Ideas for Solutions** – Gave message that it is okay to have different ideas and opinions. Used information about the person's needs to identify ways to build a solution together.