The Prism Project

10 Commandments for Conflict Resolution

Commandment 1:
Conflict is a reality. There is no escaping the fact. Hiding won’t solve anything.

Commandment 2:
You can’t wish the problem away. Don’t pretend and put on a mask. Keeping your feelings cooped inside won’t work.

Commandment 3:
Learn to deal with the problem, not the person. Conflict occurs because of a particular issue, not because of a person. Don’t make it personal.

Commandment 4:
Be respectful. Listen to the other person. Really listen. Listening to your parents or teachers may seem like a drag but zoning out is not the solution.

Commandment 5:
Be assertive. You don’t need to be either passive or aggressive to deal with conflicts. You need to be assertive. Being assertive means putting your views forward confidently and calmly.

Commandment 6:
Learn to negotiate. This is the most important skill you need to learn. Negotiating is a skill that will serve you in the long term.

The Prism Project
“shine a light on yourself”
Commandment 7:
Stick to the present. Don’t drag in past issues. Doing so will only muddy the conflict further.

Commandment 8:
The silent treatment does not work. Sulking is as bad as getting aggressive – it won’t solve the problem. Talk it out.

Commandment 9:
Be understanding. Try to put yourself in the other person’s shoe. Don’t get defensive and analyze the situation.

Commandment 10:
Learn to say sorry. Stand in front of the mirror and practice, if the need be! If you are wrong, accept it. Doing so will not make you a wimp. Only a strong person has the strength to say ‘sorry’. This simple word can work like magic, try it!

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