

Situation:

Name:

Date:

## STEP 2: CONFLICT RESOLUTION FORM

What are your "OUTSIDE" feelings about this situation? *Please see reverse and list outside feelings here:*

What are your "INSIDE" feelings about this situation? *Please see reverse and list 3 INSIDE EMOTIONS here:*

What is your goal in having this conversation\* *(This section is optional and may be filled out at a later time – student may not be ready to have conversation yet, however, filling out this sheet is still a valuable tool to identify feelings about situation and teach assertive communication skills):*

### 4 STEPS:

1. Affirm the Relationship: *(ex: When things are going well or before this happened, can you think of some things you like about ...?)*  
*Fill in below if your goal involves keeping a friendship – otherwise, skip this step.*

2. I Statement: "I felt/feel \_\_\_\_\_ when you \_\_\_\_\_."

*Use INSIDE \*not outside\* feelings. Be as specific as possible and describe where? when? Try to use the 3 INSIDE feelings*

*(ex: "I felt hurt when you ignored me is NOT as powerful as I felt hurt when you ignored me Tuesday at lunch when I tried to talk to you on the side lawn and you walked away from me).*

3. Contribution: "I'm sorry that I \_\_\_\_\_." Or, "I realize I \_\_\_\_\_."

*What is your part in this? Find your contribution, no matter how small it is. Even if they are 99% of the problem here – what is your 1%.*

*(ex: I am sorry that I took your dessert from your lunch yesterday without asking or I realize I forgot that you made plans for us last Saturday).*

4. Plan: "I can \_\_\_\_\_. Can you \_\_\_\_\_?"

*What does the outcome look like? What will you do to make it happen? How can we solve this together?*

Conflict Resolution Form

STEP 1: Inside/Outside Feelings

1. Use a pencil and place a dot beside each outside feeling you have about this situation:

2. Read inside feelings out loud. Place a dot beside each inside feeling you have about situation. Then go back and circle your top 3 inside feelings you are feeling right now about this.

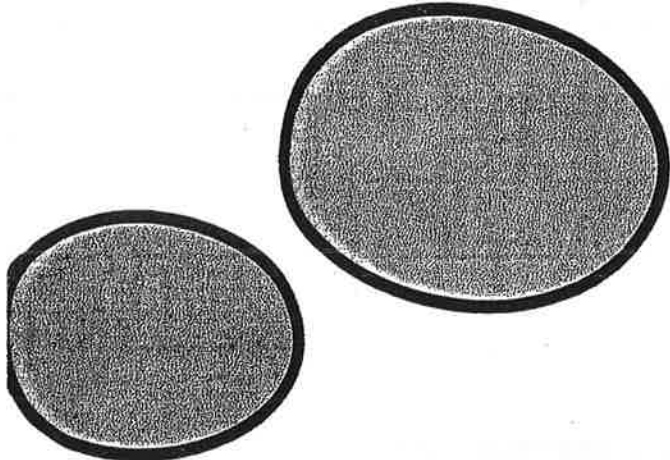
3. Write inside/outside feelings on reverse side of form in designated areas and complete the 4 steps (STEP 2).

**Outside Feelings**

- disgusted
- annoyed
- frustrated
- irritated
- angry

**Inside Feelings**

- |              |                |            |
|--------------|----------------|------------|
| insecure     | self-conscious | inferior   |
| disappointed | jealous        | regretful  |
| sad          | guilty         | panicked   |
| afraid       | humiliated     | put down   |
| confused     | used           | shamed     |
| betrayed     | embarrassed    | vulnerable |
|              | hurt           |            |
|              | anxious        |            |



**Outside Body Language**

- |                 |                |
|-----------------|----------------|
| rolling eyes    | hand on hip    |
| shifting weight | no eye contact |
| turned away     | "whatever!"    |
| clenched        |                |