

CONFLICT RESOLUTION MASTERY

A Framework for Constructive Dialogue

1. DE-ESCALATION BASICS

- Maintain a neutral, soft vocal tone.
- Practice active listening without interruption.
- Use "I" statements (I feel... when...)
- Validate the other person's perspective.

2. EMOTIONAL REGULATION

- Identify physical triggers (heart rate, tension).
- Take a "tactical pause" if emotions peak.
- Focus on the problem, not the person.
- Maintain open, non-threatening body language.

3. THE RESOLUTION PROCESS

IDENTIFY
The Core Issue
BRAINSTORM
Shared Goals
NEGOTIATE
Fair Compromise
COMMIT
Action Steps

SITUATION REFLECTION NOTES

Mastery Tool – For Educational Use Only – Focus on Empathy & Clarity