

CONFLICT RESOLUTION SKILLS

ACTIVE LISTENING

Focus entirely on the speaker. Paraphrase their points to ensure understanding before formulating a response.

EMOTIONAL REGULATION

Recognize your triggers. Take a "time-out" if emotions become too high to maintain a constructive dialogue.

"I" STATEMENTS

Express feelings without blame. Say "I feel frustrated when..." instead of "You always make me..."

ASSERTIVE COMMUNICATION

Clearly state your needs and boundaries firmly but respectfully, without becoming aggressive or passive.