



# CONFLICT RESOLUTION & RESTORATIVE COMMUNICATION

## LOOK

- Describe the events exactly as they happened.
- Avoid judgments, hyperbole, or assumptions.
- Avoid telling people how they feel or what they think!
- Use “I” statements whenever possible.
- “I noticed that...”

## FEEL

- Make them feel heard!
- Communicate how the events made you feel.
- Describe actual emotions, and avoid statements like “I feel that you...”
- Always focus on building compassion & empathy.
- “When you \_\_\_\_\_, it makes me feel \_\_\_\_\_.”

## OFFER

- What needs is the person trying to get met?
- Can you make a genuine offer to support them, or to help meet their needs?

## ASK

- Make requests, not demands.
- Make S.M.A.R.T. requests: Specific, Measurable, Actionable, Realistic, Timely