

CONFLICT STYLES

1. **CONFRONTATION:** attacking, aggressive
2. **AVOIDANCE:** not dealing with the conflict, disregard
3. **PROBLEM SOLVING:** cooperative resolution, work together

Next to each word, write if you think it is 1, 2, or 3.

<input type="checkbox"/> criticizing	<input type="checkbox"/> listening	<input type="checkbox"/> defensive	<input type="checkbox"/> denying
<input type="checkbox"/> postponing	<input type="checkbox"/> blaming	<input type="checkbox"/> asking questions	<input type="checkbox"/> sarcastic
<input type="checkbox"/> interrupting	<input type="checkbox"/> stating feelings	<input type="checkbox"/> changing subject	<input type="checkbox"/> threatening
<input type="checkbox"/> insulting	<input type="checkbox"/> informing	<input type="checkbox"/> ignoring	<input type="checkbox"/> stating wants
<input type="checkbox"/> giving reasons	<input type="checkbox"/> stating needs	<input type="checkbox"/> restating	<input type="checkbox"/> judging
<input type="checkbox"/> demanding	<input type="checkbox"/> walking away	<input type="checkbox"/> stereotyping	<input type="checkbox"/> compromise

What do you think is your conflict style? _____

How many conflicts have you had this past week? _____

Which of the above behaviors did you use to deal with these conflicts _____?

After each conflict, was the issue resolved? _____

How do you think the other person felt? _____

Which conflict style do you think is most constructive and why? _____

Handout

Positive Communication: Say What You Feel

Negative Messages	Positive Alternatives
1. To an old friend who moved away <i>"You never call me."</i>	I wish you'd call me more often <i>"I miss talking to you."</i>
2. To stepparent <i>"You're always rude to my friends."</i>	_____ _____
3. To a friend who wants to do something dangerous <i>"That's a stupid idea."</i>	_____ _____
4. To family at dinner time <i>"Nobody cares how hard I work."</i>	_____ _____
5. To romantic partner <i>"You always ignore me when we're with your friends."</i>	_____ _____
6. To older sister <i>"Don't yell at me!"</i>	_____ _____
7. To friend telling a racist joke <i>"You're a jerk for telling jokes like that."</i>	_____ _____
8. To an adult you want to talk to <i>"You're probably too busy to talk to me."</i>	_____ _____
9. To friend who really isn't listening <i>"You don't really care about me."</i>	_____ _____
10. To a romantic partner who was talking to a former girlfriend <i>"I guess you're going back to her, right?"</i>	_____ _____