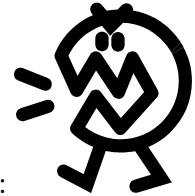


# Conflict Resolution (Solving a problem between you and another person)

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There are three styles of speaking and behaving when involved in a conflict situation:

1. **Aggressive** (e.g. angry, becoming physical, swearing, sarcastic, shouting)
2. **Assertive/Appropriate** (standing up for yourself, negotiating/making a deal), compromising)
3. **Passive** (giving in, agreeing when you don't want to, saying or doing nothing, being anxious)



Your goal should be to achieve a **win/win** outcome. The best chance of achieving this is by being assertive and appropriate.

If you are passive and the other person is aggressive, the result will be a lose/win outcome.

If you are aggressive and the other person is passive, the result will be a win/lose outcome.

If you are both aggressive or both passive, the result will be a lose/lose outcome.

**A Recipe for Social Problem Solving:** (based on ideas taken from “Friendly Kids Friendly Classrooms” by Helen McGrath and Shona Francey)

1. Stop. Do nothing. Your first response is often not your best response. Wait until a time when you are feeling calm.
2. Think of different ways that you could try and fix the problem.
3. For each one, think about how the other person may act or feel.
4. Choose the one that seems like the best idea.
5. Try it out.
6. If it doesn't work, try the next best idea.

