**Conflict Resolution Techniques**

**Perception Checking**

**A way to make sure your interpretations of other people are correct.**

1. ***A description of the behavior you noticed***
   * You let the other person know how their behavior or how the situation appeared to you.
2. ***You give the other person (at least) two possible interpretations of the behavior you noticed.***
   * Your two interpretations are a starting point for sharing your perceptions.
3. ***You request clarification about how to interpret the behavior.***
   * You are requesting feedback and it is your turn to just LISTEN.

**Assertion**

**The expressing of your thoughts and feeling clearly and calmly. Focuses on the problem, not on the person.**

1. ***Describe their behavior***
2. ***Describe your feelings***
3. ***Describe the consequences the other’s behavior has on you***
4. ***Provide an intention statement***
   1. What you want – Request: Favor, Help, Try
   2. What you are willing to do