

S - say how you feel: **I feel** __ (frustrated, sad, angry, confused, disappointed, worried, embarrassed are a few examples) **when you** __ (be as specific as possible about exactly what happened. Don't say things like when you were mean) **could you please** __ (Use a calm voice and body language and be specific about what you want them to stop doing or start doing to make things better) __?

W - wait and listen to what the other person has to say: understand that they may be caught off guard and both of your first thoughts may not be your best thought. Take a deep breath and think before speaking. Good responses often start with restating what the person said to make sure you understand what they are saying and acknowledging what you think happened.

E - engage in sharing ideas to resolve the conflict: when compromise is necessary the solution may not be exactly what either of you wants

E - elect a solution that is as fair as possible for everyone: you should both feel better by the outcome.

T - take a step forward in being friends: do the best you can to treat others the way you would want to be treated which includes forgiveness.