



## **THE SEVEN STEPS OF CONFLICT RESOLUTION**

*This system was developed by Sifu Anthony Daniels, Destiny's Head Martial Arts Instructor. Though it is not applicable for resolving conflicts with strangers, all the skills learned by practicing this model can be applied to any conflict situation.*

1. Set and Agree to the Ground Rules
  - No name calling, put downs or insults
  - No interrupting
  - No physical contact or fighting
  
2. First person tells his or her side of the story using "I MESSAGES"
  
3. Second Person listens and then repeats what the first person has said
  
4. Second Person tells his or her side of the story using "I MESSAGES"
  
5. First person listens and then repeats what the second person has said
  
6. Each person makes suggestions to resolve the conflict  
*(note, if more clarification is needed to understand each other, repeat steps 2, 3, 4 and 5)*
  
7. Both people agree on a particular resolution. If that is impossible, both people agree to disagree and move on.