Social Skills

CONFLICT MANAGEMENT SKILLS

Compromise and Negotiation
Leaving Stressful Situations
Disagreeing with Another’s Opinion without Arguing
Responding to Untrue Accusations
Making Apologies
Social Skills

Compromise and Negotiation

Step 1. Explain your viewpoint briefly.
Step 2. Listen to the other person’s viewpoint.
Step 3. Repeat the other person’s viewpoint.
Step 4. Suggest a compromise.
Social Skills

Leaving Stressful Situations

Step 1. Determine whether the situation is stressful (i.e., tune in to your thoughts, feelings, and physical sensations).

Step 2. Tell the other person that the situation is stressful and that you must leave.

Step 3. If there is a conflict, tell the person that you will discuss it with them at another time.

Step 4. Leave the situation.
Social Skills

Disagreeing with Another’s Opinion without Arguing

Step 1. Briefly state your point of view.

Step 2. Listen to the other person’s opinion without interrupting.

Step 3. If you don’t agree with the other person’s opinion, simply say that it is OK to disagree.

Step 4. End the conversation or move on to another topic.
Social Skills

Responding to Untrue Accusations

Step 1. Using a calm voice, simply deny the accusation.

Step 2. If the other person continues to accuse you, ask the person to stop.

Step 3. If the person does not stop accusing you, tell them that you are going to ask a staff member to assist with the situation.

Step 4. Walk away and get assistance if necessary.
Social Skills
Making Apologies

Step 1. Look at the person.

Step 2. State the apology: “I’m sorry for______.”

Step 3. If realistic, assure the person that it won’t happen in the future.