**Student Courts.** Many schools have implemented teen courts to help students solve disputes. Teens serve as judges, juries, prosecutors, and defenders in each case. Students caught fighting on campus can use the courts to settle arguments, and teen juries can “sentence” those students to detention or community service, rather than imposing suspension or expulsion.

**Anger Management.** How to recognize attitudes, actions, and circumstances that trigger an angry reaction and how to control that reaction are skills that many teens—and even some adults—have not learned. Anger management training helps individuals take command of their emotional reactions instead of allowing their emotions to take command of them.

**Arbitration.** In arbitration, a neutral third party determines an action. Disputing parties agree on an arbitrator who hears evidence from all sides, asks questions, and hands down a decision.

**Where To Find Help**
- Community or neighborhood dispute resolution centers
- Local government—family services
- Private organizations listed in the telephone directory’s Yellow Pages under “arbitration” or “mediation services”
- Law school legal clinics
Frustrated? Irritated? Angry? Ready to explode? You’re not alone. Whether it’s an argument with a friend, aggravation because a driver cut you off, or rage because your ex-girlfriend or ex-boyfriend is going on and on—the list of events that can lead to violence. We can’t always avoid anger or conflict, but we can learn to manage it without violence.

Steps To Managing Conflict

1. **Understand your own feelings about conflict.** This means recognizing your triggers—words or actions that immediately cause you emotional reactions. Recognizing your triggers is an essential step in managing your reactions.
2. **Practice active listening.** Go beyond hearing only words; look for tone, body language, and other clues to what the other person is saying. Pay attention instead of thinking about what you want to say—don’t demand instead of saying, “Get out of my face.”
3. **Come up with suggestions for solving the problem.** Many people can think of only two ways to manage conflict—fighting or avoiding the problem. Get the facts straight. Use your imagination to think of ways to resolve the issue without insulting or blaming the other person—keep your tone of voice in check and keep your language neutral.

Moving Toward Agreement

1. **Agree to sit down together in a neutral place.**
2. **Come to the discussion with a sincere willingness to settle the problem.**
3. **State your needs—what results are important to you—and define the problem.** Talk about issues without insulting or blaming the other person.
4. **Discuss ways of meeting needs or solving the problem.**
5. **Write down the agreement and give both people a copy.**

Confronting the Issue

1. **Look and feel relaxed.**
2. **Be direct and specific about what’s bothering you.** Use “I” statements—statements that emphasize your feelings, rather than your opinions. For example, say, “I feel frustrated when I can’t make my point.”
3. **Ask—don’t demand.** Instead of saying, “Get out of my face,” try saying, “I would really appreciate it if you would leave me alone.”
4. **Make your statement once, then give it a rest.** Don’t repeat your point endlessly.

If You Can’t Work It Out, Get Help

1. **Mediation.** Many schools offer programs that train students to act as mediators for their peers. Mediators do not make decisions for people—they help people make their own decisions.

Understanding the Issue

People often refer to good communication skills as a necessary “tool” for resolving conflicts. However, there’s more to it than that. Good communication skills are necessary, but they’re not enough on their own. One of the most important aspects of effective communication is recognizing your triggers—words or actions that immediately cause you to become agitated. When you recognize your triggers, you can interrupt your emotional reaction before it becomes a problem. Once you’ve identified your triggers, you can develop a strategy for handling them. For example, if you know that certain topics or certain people trigger your anger, you can avoid them or find ways to defuse them. If you know that certain actions, such as being interrupted or spoken to rudely, trigger your anger, you can practice active listening or.Ignore them, but don’t let them get to you.

Avoid anger or conflict, but we can learn to manage it without violence. Avoid anger or conflict, but we can learn to manage it without violence. We can’t always avoid anger or conflict, but we can learn to manage it without violence. We can’t always avoid anger or conflict, but we can learn to manage it without violence.