

Scruff's Steps for Managing Conflict

Stop, look, and listen— calm down.
Look at your feelings.

Come up with the problem—use
“I” statements to describe the
problem and your feelings to
each other.

Rack your brains—
brainstorm solutions.

Use your judgment—
choose the option you
can both agree on.

Figure out how you'll
carry out your solution.
Who? What? When? Where?

Forward ho! Decide when you'll
talk again to see how everyone's
doing. Congratulate yourselves.



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