



CONFLICT RESOLUTION

I-Message (Asking for Change)

- 1.) I feel _____
- 2.) when you _____
- 3.) I would appreciate if you _____
- 4.) Could you please _____

Response (Active Listening)

- 1.) You sound _____
- 2.) because _____
- 3.) Next time I will _____
- 4.) and I _____