## OO Seif-Care Handbook

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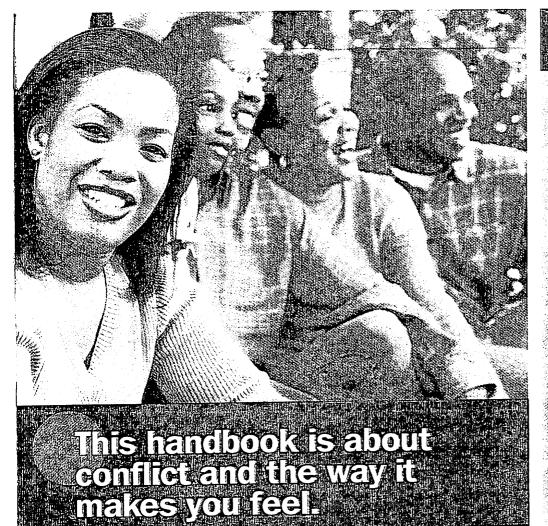
## You might find it helpful to keep important information handy.

Write it below.

Primary health-care provider
Name
Phone number
Other health-care providers
Name
Phone number
Name
Phone number
Health plan
Plan name
ID number
Phone number
Counselor
Name
Phone number
An emergency contact
Name
Phone number
Other important numbers

#### Please read:

Talk to your health-care provider! This handbook is not a substitute for the advice of a qualified health-care provider. • The photos in this handbook are of models. The models have no relation to the issues presented.



You'll learn about what conflict is, where it comes from and ways to resolve it.

#### Anger is a normal emotion.

Conflict can be a source of anger—people often have conflicts with each other. But learning to deal with angry feelings is your responsibility.

This handbook will help you focus on ways to resolve conflict without letting anger take control.







#### (02-07-A) Price List K

### coneus

#### Conflict

What it is'
Why people get angry
How it can be good
How do you deal with it?
Conflict and violence
Conflict, alcohol and
other drugs

#### Where conflict comes from

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Work		
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#### Resolving conflict

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### What is conflict?

## Conflict is a disagreement between 2 or more people.

It can occur when people:

- see things in different ways for example, a parent and child may disagree on what a clean room should look like
- want different outcomes for example, one member of a couple may want to get married while the other wants to keep dating
- have different ideas about how something should be done for example, co-workers may disagree on how to divide up a group project among several people.

Sometimes, a conflict happens because the people *believe* they have different goals or ideas, when really they have the same goal. That's why communication is key to solving conflicts in a healthy way.

## Conflict often occurs because of misunderstandings.

These may involve:

- broken friendships and changing relationships for example, friends may develop new interests and appear to grow apart, causing conflicts
- different perceptions about a person's race, sex, culture, class or religion
- dealings with difficult people—these could be co-workers, classmates, customers, relatives, neighbors, etc.
- jealousy over appearance, achievements or money jealousy because a co-worker got a promotion, for example
- gossip and rumors.

#### Conflict is normal.

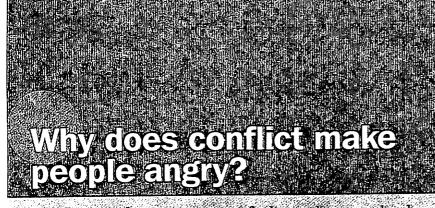
Everyone faces conflict in his or her life. It's a natural part of relationships. Conflict can occur anywhere about anything. You could experience conflict with friends, family members or people at work. You may also experience conflict with a stranger (for example, if you feel you weren't given good service at a restaurant). Any part of your life can be affected.

It's how you deal with conflict that's important.









Conflict can bring out many feelings that may lead to anger. Conflict can make you feel.



#### Stressed

You may feel anxious and irritable because of work, family, health or money problems. Addressing these problems in a healthy way can help reduce your stress.

#### **Frustrated**

This can happen when things aren't in your control or if things don't work out the way you would like. Learning to let go of what you can't control—and focus on the things you can—can reduce frustration.

#### **Afraid**

Threats of violence and physical, verbal or emotional abuse can lead to fear. Or, you may be afraid that the relationship will fall apart because of the conflict.

#### **Annoyed**

Minor irritations and daily hassles can leave you feeling upset.

#### Disappointed

If something you expected doesn't happen, or if you don't get something you want, you may get angry. Learning to communicate clearly about what you want and expect can help prevent disappointment.

#### Resentful

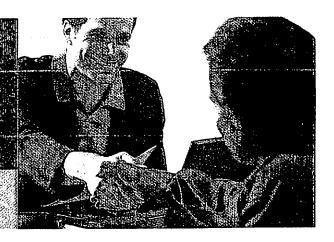
If you've been hurt, rejected or offended, you may react with anger. Communicating your feelings and expectations positively can help make you feel empowered in a conflict situation.

Write about a time you felt stressed, fr What caused the feeling? What did yo	ı do about	it?	-, F F	,	
			- 47		
		<del></del>			

Anger is a natural emotion. But to resolve conflict, you need to learn to deal with anger in a positive way.

## Conflict can be a good thing

—if people work together to find a solution. Resolving conflict can help:



#### Strengthen relationships

When people learn to work out their differences, they can overcome difficulties and make their relationships stronger.

#### Achieve personal growth

Unresolved conflict can prevent people from growing and changing. Learning to resolve conflict helps people overcome those barriers and grow personally and professionally.

## **Encourage greater understanding**

For example, when 2 people have different backgrounds, they may look at the same situation in different ways. Resolving conflict can help them understand how the other person looks at things, and it can help them resolve or prevent future conflicts.

#### Foster good feelings

Resolving conflict can help:

- reduce stress
- make situations feel more positive
- increase self-esteem
- reduce anger.

#### Have you had a good experience with conflict?

Write about a time when dealing with a	a conflict led t	to a positiv	e outcome	in your life.	
What was the conflict about?					
					· .
How did you work things out?		1			
				t e l'	
What was the positive outcome?		-			

Learning to resolve conflict is in your best interest!

# Flow do you deal with conflict?

Think about conflicts you've had in the past and how you dealt with them.



When faced with conflict, I've felt:	If I had a conflict with someone, I:  avoided him or her	What could you have done differently?  Think of a conflict you've had recently that you wish you had
☐ hurt ☐ frustrated ☐ afraid	yelled lost my temper pretended there was no problem	handled better.  Describe the conflict:
powerless annoyed disappointed resentful upset overwhelmed other	☐ talked about it ☐ criticized him or her ☐ resorted to violence ☐ thought of solutions ☐ other ☐ other	How did you deal with it?  How do you think you could have handled it better? (If you're not sure, leave this blank for now
		and read on!)

## Unresolved conflict can lead to violence.

It's common for people to feel angry during conflict: But if anger isn't kept under control, it can be dangerous. Anger can lead to:



#### Verbal attacks

These may include:

- criticizing
- insulting
- threatening
- yelling.

None of these are healthy ways to deal with anger— or solve conflicts.

#### Physical violence

For example, uncontrolled anger can lead to:

- hitting, slapping, shoving or kicking
- throwing or breaking things.

Violence hurts everyone involved—and it never solves problems.

#### **Abuse**

Anger can cause people to lash out at others, even if the conflict has nothing to do with them. This abuse could be:

- physical—hitting, kicking, etc.
- verbal—criticizing, insulting, threatening or yelling
- sexual—unwanted sexual contact, including rape.

If you or someone you know is abusing or being abused, seek help right away.

#### Crime

Anger can also result in destruction of property, murder and other violent crimes.

### Consequences of violence

Violence never has a happy ending. When uncontrolled anger leads to violence, it can result in:

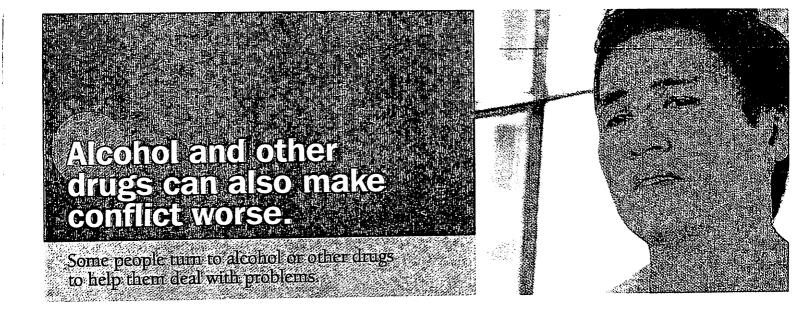
- injury—to you, the victim or even a bystander
- hurt feelings, which can make it harder to mend the relationship
- prison time, if the victim presses charges
- death, if the violence gets out of control.

Violence doesn't resolve conflict—it only makes things worse.









## What alcohol and other drugs won't do:

- help you solve problems
- make you feel better about things when the effects wear off
- make angry feelings go away.

## What alcohol and other drugs will do:

- impair your judgment
- make it more difficult to think of solutions to conflict
- increase the risk of violence
- put you at risk for addiction.

## Alcohol or other drugs may increase your anger.

Alcohol or other drug use may mask angry feelings for a short time. But those feelings don't go away! The only way to deal with anger is to learn to manage it. Substance use can intensify angry feelings. Many cases of violence are related to the use of alcohol and other drugs.

## Does substance use affect how you deal with conflict?

- ☐ I turn to alcohol or other drugs when I'm under stress.
- I use alcohol or other drugs to avoid dealing with problems.
- ☐ I sometimes get upset, angry or violent after using alcohol or other drugs.

If you checked any of these statements, alcohol and/or other drugs may be affecting how you deal with conflict.

## If you have a problem with alcohol or other drugs:

- Call the Center for Substance Abuse Treatment's Referral Service at:
  - —1-800-662-HELP (1-800-662-4357)
  - —1-800-487-4889 (TDD).
- Look in the phone book for numbers of local support groups.

Alcohol and other drugs are no excuse for losing control of your anger.



## Relationships can be a source of conflict.

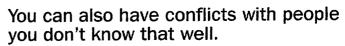
People in any type of relationship can have a misunderstanding or disagreement:

Family	Friends
Conflict can occur with a spouse, child, brother or sister, parent, grandparent or other family member. What are sources of conflict you've experienced	Even the closest of friends can experience conflict. Think about friendships you've had. What sources of conflict did you experience?
with your family?  inances	<ul><li>disagreement about what to do</li></ul>
school performance	pressure to use alcohol or other drugs
☐ choice of friends ☐ lack of privacy	dislike of person's other friends
☐ household responsibilities ☐ other	less time to see each other because of a new boyfriend or girlfriend
other	other
other	other
Think of the last time you had a conflict at home. How did it affect your family life?	Think of the last time you had a conflict with a friend. How did it affect your friendship?



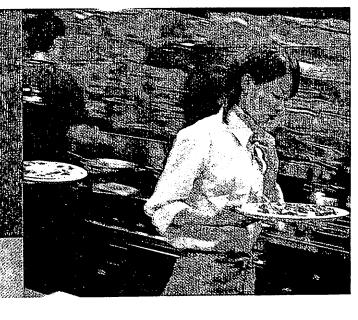






## Conflict can occur at work.

Professional relationships can also be a source of conflict.



#### Your supervisor

Think of jobs that you have had or that you have now. What sources of conflict have you had with your supervisor?

- work performance
- working conditions
- ☐ tardiness
- lack of recognition
- lack of promotion
- unrealistic goals
- disagreement over salary or performance reviews
- lack of communication
- other
- **\\_** other \_\_\_\_\_

#### Other workers

Think about the people you've worked with. What are some sources of conflict you've had with them?

- questions about a person's competence
- one person promoted over the other
- different salaries
- a person not being productive for a group project
- one person taking credit for a group project
- conflicting personalities, communication styles or work preferences
- ☐ other \_\_\_\_\_
- other\_\_\_\_

Think	of th	e las	st tir	ne
you h	ad a	conf	lict a	at
work.	How	did	it af	fect
your	job?			

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## Other sources of stress can play a role in conflict.

All of us experience stress. But stress can build up and add to any angry feelings during conflict.

## Check off any sources of stress that you've experienced:

Health and emotional problems	Money problems  mounting bills
a chronic illness	a large financial
chronic pain	loss or gain
depression	medical costs
anxiety	a job loss
problems with a loved one's health	a new loan or mortgage
	🖵 credit card debt
worry about treatment	legal fees
loss of a loved one (grief)	bankruptcy
other	<b>_</b> other
other	other
Daily hassles  traffic	Other problems moving
long/difficult commute	changing jobs or schools
🔲 rude people	separation or divorce
long lines	child having trouble at school
other	other
other	other
other	other

# Sometimes the conflict you're facing is not the source of anger.

You may find yourself in a conflict with someone right now. But it may be other factors or conflicts that make you feel angry.



#### Past events

You may still carry angry feelings toward someone because of a conflict in the past that was left unresolved. These feelings can surface when a new conflict occurs with that person.

#### Feelings and doubts

For example, you may feel that a person doesn't trust you. But instead of asking the person about it, you may start an argument over something else. Or you may be jealous if a friend starts spending time with another person, and wonder if the friend likes the other person better. You may start arguing with your friend because of these doubts—whether they're true or not.

#### **Associations**

Someone may look or act like another person with whom you didn't get along. When you interact with this new person, you may think about things that went wrong with the other person. This can lead you to dislike the new person—even if you don't know him or her.

## When you feel angry during a conflict, think about these other factors.

Ask yourself if there is something else besides the current conflict that may be making you feel angry. If there are other factors, they need to be addressed before any conflict can be resolved.

## What are the sources of anger in your life?

Do you have angry feelings about someone or something in your past? Is it affecting the way you deal with conflict now? Write about it here.

It's important to sort out your feelings when faced with conflict.

## What is the source of your conflict?

Think of a conflict you're having with someone now. Try to sort out your feelings by answering these questions.



What is your relationship with this person?	How does the conflict make you feel?  angry annoyed hurt disappointed frustrated	How have you been treating this person since the conflict began?  avoiding him or her  talking about it  yelling criticizing him or her
Describe the conflict with this person and how it started. Be as specific as you can.	resentful afraid upset powerless overwhelmed other other other	□ losing my temper □ getting violent □ pretending there is no problem □ thinking of solutions together □ other □ other □ other □ other

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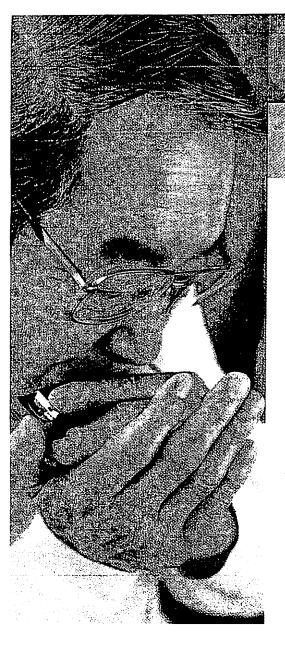






Other factors	How has your relationship with this person affected by the conflict?	been
Did this person do something in the past that you're still angry about?	anected by the commet.	
Yes No		
If yes, what was it?		
ii yes, what was it.		
Are there any feelings or doubts		
you have about this person that could be making you angry?		
☐ Yes ☐ No		
If yes, what are they?		
		4.
Does this person remind you of someone you don't like?		
Yes No		
If yes, who, and why don't you		
like that other person?		
	Now learn some effective ways to deal	

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### learn to relax.

When you're feeling tense and stressed, you're more likely to get angry when faced with conflict. This means you're less likely to be able to work out a solution.

#### Some good ways to reduce stress include:

#### Regular physical activity

Exercise is a great way to work off stress and relax. It also keeps you healthy! Get at least 30 minutes of moderate physical activity on most days of the week. Check the activities you might enjoy:

- walking
- running
- swimming
- golf
- tennis
- basketball
- other \_\_\_\_
- other \_\_\_\_

Be sure to consult your health-care provider before starting an exercise program.

#### **Hobbies**

These can be a productive outlet for tension and energy. Check the hobbies you enjoy or would like to try:

- reading
- collecting (stamps, antiques, etc.)
- cooking
- arts and crafts (painting, ceramics, drawing, knitting, etc.)
- playing a musical instrument
- other \_\_\_\_\_
- other













### Progressive muscle relaxation

You tense and then relax muscle groups one at a time from head to toe until you feel relaxed. Here's how:

- 1. Get comfortable. Wear loose clothing. Sit in a comfortable chair or lie down.
- 2. Tense the muscles in your face for 5-10 seconds. Then relax them for about 20 seconds.
- 3. Tense the muscles in the back of your neck for 5-10 seconds. Then relax them for about 20 seconds. Notice the difference in how your muscles feel when relaxed.
- 4. Move down to your shoulders. Tense and relax the muscles the same way you did in step 3.
- 5. Repeat the same steps with the other muscle groups in your body—arms, chest, fists, stomach, lower back, buttocks, thighs, calves and feet—one at a time.

#### **Deep-breathing exercises**

These can help you calm down when you feel yourself getting angry. Follow these steps:

- 1. Sit comfortably or lie on your back.
- 2. Breathe in slowly and deeply through your nose for a count of 5.
- **3.** Hold your breath for 3-5 seconds.
- 4. Breathe out slowly through your mouth for a count of 5, pushing out all the air.
- 5. Repeat until you feel calm and relaxed.

## Other relaxation techniques

These include:

- visualization—you imagine a pleasant, peaceful scene and focus on it for a set amount of time
- guided imagery—you are guided through a series of exercises in which you visualize peaceful scenes.

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		7.1		
				4. 19.23 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1



## Prepare yourself for conflict.

You can't always predict what kind of conflict you'll have to face. But you can learn to handle it better

### Build your communication skills.

It's easier to resolve conflict when everyone involved can explain his or her thoughts and feelings. Anyone can improve his or her communication skills. See page 22 to learn how to improve your communication skills.

## Be ready to discuss the problem.

- Be willing to talk about what the problem is and what can be done about it. Don't avoid the person. This does nothing to solve the problem and may make it worse.
- Don't attack or criticize the other person. Also, avoid name-calling.
- Try to keep the conversation focused on the problem at hand. Don't bring up unrelated problems from the past.
- Don't drag others into it, such as friends, family members or co-workers. It's up to you and the other person to try to work out the problem.

## Develop an anger management plan.

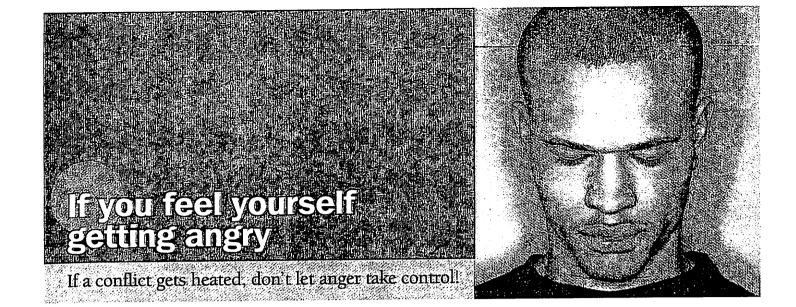
Use the chart on page 20 for your anger management plan.

- Begin by setting 1 or
   2 goals for your behavior
   and actions. For example,
   over the next month, your
   goal could be to exercise
   3 times a week.
- Talk to family, friends and co-workers about your goals. Ask if they'll support you and if you can call them when you're having trouble with angry feelings.
- Track your progress. Keep a daily log or journal.
   Write down the times you get angry and how you handle it.
- Reward yourself. When you reach a goal, treat yourself to a movie or something fun!









#### Get away.

Walk away from the person.
Don't go back until you've
calmed down. Staying may only
make your angry feelings stronger,
and things could get violent.

## Work off your angry feelings.

- Exercise.
- Spend time with your hobby.
- Use a relaxation method (such as deep-breathing exercises, progressive muscle relaxation or visualization).
- Talk with someone. This could be a close friend, health-care provider or counselor.

Don't think about the conflict with the person during this time. Give yourself a chance to calm down. Then go back and try to solve the problem.

## Approach the person and try to work it out.

Ask the person if the two of you can agree to have a calm discussion about the conflict. If the person does not agree, don't pursue it. He or she may also be angry and may need time to cool down. Ask the person again another time.

#### Consider mediation.

A mediator is a third person who tries to help people work out a solution to their conflict.

A mediator:

- listens to both sides
- finds out what each person wants out of the situation
- makes sure only 1 person speaks at a time
- helps both sides agree on a way to settle the problem.

A mediator doesn't take sides! He or she is a neutral party who is there to help 2 sides reach an agreement. A mediator doesn't make decisions, but he or she can help other people resolve their differences. (To find a mediator, check your local phone book.)

When you're dealing with conflict, try to keep anger out of the process.







### Wyangermanagementolan

Goal Goal	Action plan	Target date	Reward
	<b>5</b> 5		
People I can call o	on if 1 need help:		

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Remember, the other person isn't the problemthe conflict is.



## Don't abuse the other person.

This includes:

- hitting, kicking or slapping
- yelling
- criticizing, blaming or accusing
- insulting, name-calling
- a threatening.

#### Be prepared to talk.

If you're faced with a conflict:

- Discuss what the problem is and how you can work together to fix it.
- Focus on the problem that is causing the conflict—not other things that might be bothering you.

## Don't bring up past conflicts.

If you've had conflicts with this person before, now is not the time to discuss them. If these conflicts were resolved, don't bring them up. If there is an unresolved conflict that you would like to talk about, bring it up in another conversation. Deal with one conflict at a time.

#### Has this happened to you?

Write about a conflict you had where you or the other person "got personal" in a way described above.				
What was the situation?				
How did the conflict "get personal"?	······································			
How did it make you feel?				
What was the outcome?				

Getting personal gets in the way of resolving conflict. Don't make the person the focus—even if you don't like him or her.

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# Good communication helps prevent misunderstandings.

Improving your communication skills can help resolve—and prevent—conflict.



## Listen to what the other person is saying.

- Give the person your full attention when he or she is talking.
- Focus on what he or she is saying—not on your next response.
- Keep your eyes on the person as he or she speaks, so he or she knows you care about what's said.
- Don't judge or criticize.
- Don't interrupt.

## Pay attention to body language.

Posture and facial expressions say a lot about how a person feels. For example, a scowling face probably means the person is unhappy.

### Make sure you understand.

Repeat what the person told you in your own words. This can:

- help you understand what was said
- give the other person a chance to correct any misunderstanding
- let the other person know you are paying attention.

Ask questions if you don't understand what he or she said.

## Consider the other person's point of view.

Try to look at the conflict through his or her eyes. Ask yourself:

- Is this person under any kind of pressure?
- Could he or she be having a bad day?
- How does this conflict affect him or her?

#### Be specific.

Now state the problem as you understand it. Be as specific as possible. For example, "You're always doing this!" is too general. A better way to state a problem would be: "I don't like it when you don't call and let me know you're running late."

#### Use "I" statements.

These are statements that help you focus on your needs, wants and feelings—without blaming the other person. For example: "I feel angry when things are left on the floor because it makes a mess. Next time, I would like you to put them away."













## How would you describe your conflict?

Think of the conflict from page 14. Use an "I" statement to explain it:

		."
"Next I	ime, I would like _	
when		
"I feel		

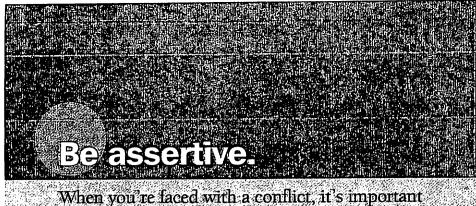
## Watch your body language.

- Your body sends messages when you're angry.
- Keep your arms uncrossed.Take your hands off your hips.
- Don't point or wag your finger at the person.
- Speak in a calm voice.

Practice rep	hracino	the to	ulowin:	P STAT	emen	TS
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into specific	: I stai	temen	lS.			97.
mico oposini						

be more organize	
L statement:	
"You're always or "I" statement:	n my back. Leave me alone!"
	N 77 1 1 1 1 1
work because of y	the report on time. Now I'm behind with my you."
work because of y	you."
"You didn't finish work because of y "I" statement:	you."

You can improve your communication skills with practice.



to tell the other person what you want. People



#### Aggressive

People who act aggressively:

often react to conflict by being:

- are only concerned about what they want
- often give in to their anger
- don't really care about what the other person wants or how he or she feels
- may not even let the other person talk
- may demand, threaten or use force to get what they want.

Aggressive people don't mind fighting.

#### **Passive**

People who act passively don't like to deal with conflict. They:

- often don't express their feelings or tell anyone what they want
- give in to what the other person wants
- try to withdraw from the conflict or try to ignore it completely
- might say that they don't care about the conflict but they do.

Some people act in "passive-aggressive" ways. They may react passively. Then they give the "silent treatment" or act in ways that indirectly go against what the other person wants.

#### **Assertive**

People who act assertively express their feelings and are able to say what they want. But they also want a solution that's good for the other person, too. They stand up for their rights but recognize that the other person also has rights. They are willing to listen to another point of view.

## What style do you use?

Think about your own communication style. Do you tend to be aggressive, passive, or assertive? Write it here:

When you are assertive, you stand a better chance of working out the best possible solution—for both of you!







### Practice being assettve.

Not sure if you know how to be assertive during a conflict? Practice here first:

#### Here's an example.

Ray's roommate keeps leaving his things on the floor and doesn't put them away. Here are 3 ways Ray could talk to his roommate about it:

#### **Aggressive**

"Stop throwing your stuff all over the floor! If you do it again, I'm throwing it away!"

#### **Passive**

"I was thinking maybe, if it's not a problem, you could put that stuff away, if you think of it."

#### **Assertive**

"I don't like it when there's stuff on the floor. Could you please pick it up and put it away? I'd appreciate that."

Which approach do you think would work best?

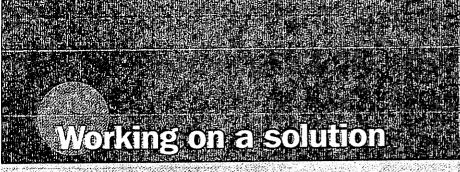
#### What could you say?

Think about the conflict you wrote down on page 14. What would you like the person to do about the problem? Write down 3 ways of saying it:

Aggressive:		
ω		
Passive:		
Assertive:		
rissertive.		
· · · · · · · · · · · · · · · · · · ·		

The assertive approach should be the one that explains how you feel without blaming the other person.

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You can work out a solution to your problem if you follow these steps.



#### 1. Stay calm.

When you're angry or upset, you're not able to focus on solutions. Remember, if you feel yourself losing your temper and think your anger might get out of control, walk away. Come back to work on the conflict once you've calmed down.

### 2. Agree on what the problem is.

Before you think about solutions, take turns describing the problem. Use the communication skills on page 22. Repeat this process until both of you feel you have defined the problem.

For example, one person was angry because he tripped over his roommate's stuff, which was all over the floor. His roommate told him he needs to watch his step. After talking about it, both decided that the actual problem was that the roommate was leaving his stuff on the floor.

#### 3. Brainstorm.

Think of ways to solve the problem. The solution has to be one that works for both of you. If it only works for one side, then nothing is resolved, and the conflict will probably come up again. Think of as many different ideas as you can. For now, don't worry about if they would actually work.

For example, Ray doesn't like the way his roommate throws his stuff on the floor. He comes up with 3 possible solutions to the problem:

- 1. Asking the roommate to move out.
- 2. Telling him he can't keep his stuff in the apartment.
- **3**. Asking him to keep his stuff in the closet.

### 4. Weigh the pros and cons.

After you've come up with several different solutions, think about the good points (pros) and bad points (cons) of each one.

For example, here are some pros and cons of Ray's 3 possible solutions:

1. **Pro**: His roommate won't be able to leave stuff on the floor.

Con: He can't afford the apartment by himself.

**2. Pro:** The stuff will be out of the apartment, and not on the floor.

Con: His roommate might need that stuff.

**3. Pro:** The stuff would be off the floor.

Con: His roommate might forget to use the closet sometimes.

Solutions 1 and 2 probably wouldn't work. But the third solution might. Think of as many pros and cons to each solution as you can.

The solution with the most pros and the least cons generally has the best chance of working. Remember—stay positive!

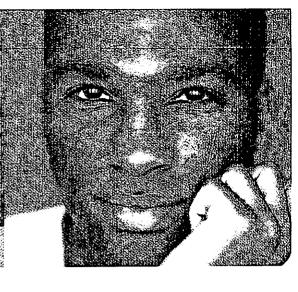








Think again of the conflict you wrote down on page 14.

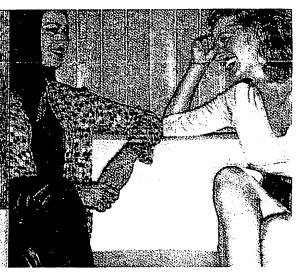


The problem	Three possible solutions	Pros and cons
Work with the other person to define what the problem is in your conflict. Write down what you both come up with:	Now, try to think of solutions to the problem and write them down:	Weigh the pros and cons for each solution and write them down. (Use a separate sheet of paper if you need more room.)
	1	1. Pro:
		Con:
	2	
		2. Pro:
	3	Con:
		3. Pro:
		Con:

Which solution has the most pros and the fewest cons?

# Choose a solution and try It

Remember, the solution needs to be the best one for both of you.



#### Agree to try it.

Discuss the solutions with the other person. When you agree on one that sounds good for both sides, agree to try it out. Be specific about what you each expect to happen. For example, Ray's roommate can agree to put his stuff in the closet each day when he comes home.

#### Give it time to work.

Solutions may not work right away. Many times, people need to learn a new habit or new way of doing things. This takes time. The person's roommate may not put his stuff in the closet one day. This doesn't mean he's ignoring the solution that was agreed on. He might be busy and forget.

Talk to the other person and agree on a specific amount of time you'll give the solution to work. Also agree not to argue about the problem during that time.

## If it doesn't work, try something else!

The solution you agree on won't always work. Wait until the time you agreed on is up. If either side feels that the solution is not working, talk about the problem again. Try to find another solution. Don't give up!

What solution might work to Look back on page 27. Which solution your conflict?	
ior your connect:	
Talk to the other person and compa with. Tell the person what solution why. Don't get upset if the person d until you find a solution you can be	you think would work best and oesn't agree with you. Keep talking
How is your solution work Use this space to write down how you agreed on is working over tim	you feel the solution
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#### Keep calm.

Don't respond to the person's anger with anger of your own. This will only make things worse and could lead to violence. Try to stay calm.

#### Don't take it personally.

The person may yell at you, criticize you or call you names. Remember, people say many things they don't mean when they're angry. Try to understand why the person is angry. It may have nothing to do with you at all.

#### Listen.

Let the person express his or her feelings. He or she may just need to "blow off steam." Pay attention and don't interrupt.

## Try to focus on the problem.

If the person seems to have a conflict with you, think about what the problem could be. Suggest that you both agree to discuss it at another time when you are both calm.

#### Think of your own safety.

If you don't feel safe, get help. Leave yourself an escape path and run away if you feel the person is going to attack you.

If the person has a weapon, don't waste any time. Go for safety as soon as possible. Don't confront the person or try to restrain him or her. Get away at the first opportunity and call the police or sheriff.

## Remember, safety first.

Things can quickly escalate to violence when a person is:

- speaking to you in an aggressive way (for example, yelling, insulting or name-calling)
- using intimidating body language (standing very close, raising hands or fists)
- threatening you with physical violence
- refusing to calm down when you try to defuse the situation.

Trust your instincts. If you feel threatened or unsafe, get away as fast as you can.









#### Your health-care provider

He or she can suggest relaxation techniques. Your health-care provider may also prescribe medications for health conditions related to your anger.

## Mental health professionals and mental health centers

They may offer help with conflict resolution and anger management through outpatient treatment, support groups and other services.

## Counselors, family therapists or social workers

They can help you learn ways to deal with conflict, manage anger, control stress and solve problems.

#### Mediators

They can help you resolve conflict—if both you and the other person decide to try mediation. Check your local phone book.

#### **Hotlines**

Hotlines may provide emergency counseling to help you control angry feelings or behavior. Check your local phone book.

## Employee assistance programs (EAPs)

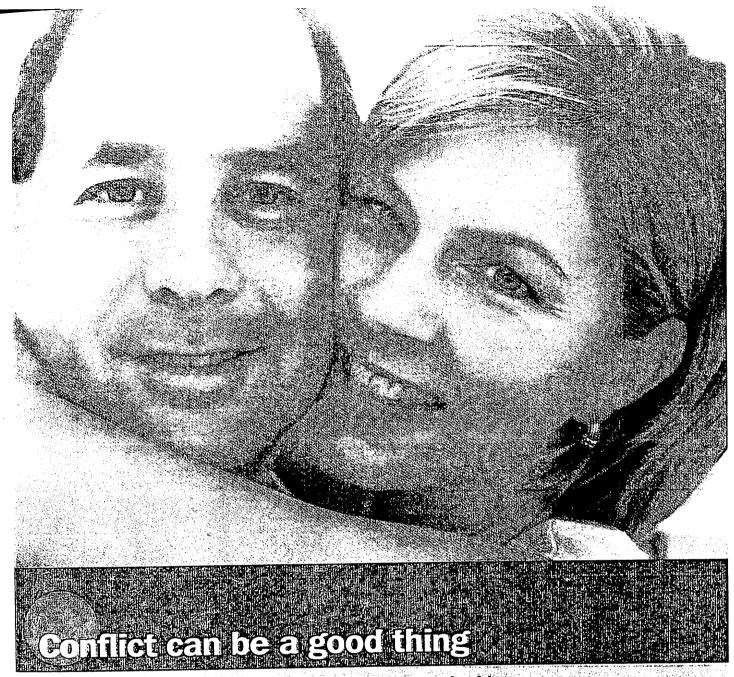
These may offer referrals or counseling to help employees deal with issues like alcohol or other drug problems, job stress and relationship problems.

#### Religious leaders

They may offer advice and reassurance—or just listen if you need someone to talk to.







—if you learn to manage anger and solve conflicts in a healthy way! When you are faced with a conflict, remember to:

#### Manage your anger.

When you feel yourself getting angry, take steps to calm down. Follow the anger management plan you created on page 20.

#### Define the problem.

Think about what you're really upset about—and what your goal is.

#### Communicate.

Take the time to talk with the other person in a calm, respectful way. Work together to solve the problem.

You can learn to manage conflict and anger in a positive way!



