

# GETTING ALONG WITH OTHERS AND RESOLVING CONFLICT.

## **BE UNDERSTANDING**

Let them know that you hear what they are saying without getting defensive. Tell them that you can understand that they are upset and you would like to help. Ask what you can do to make it better.

## **USE POSITIVE LANGUAGE**

Use positive, happy language even if the other person is saying mean things. Also use positive body language by maintaining a calm posture and happy facial expressions. You can often end an argument by staying calm and positive.

## **USE I-STATEMENTS**

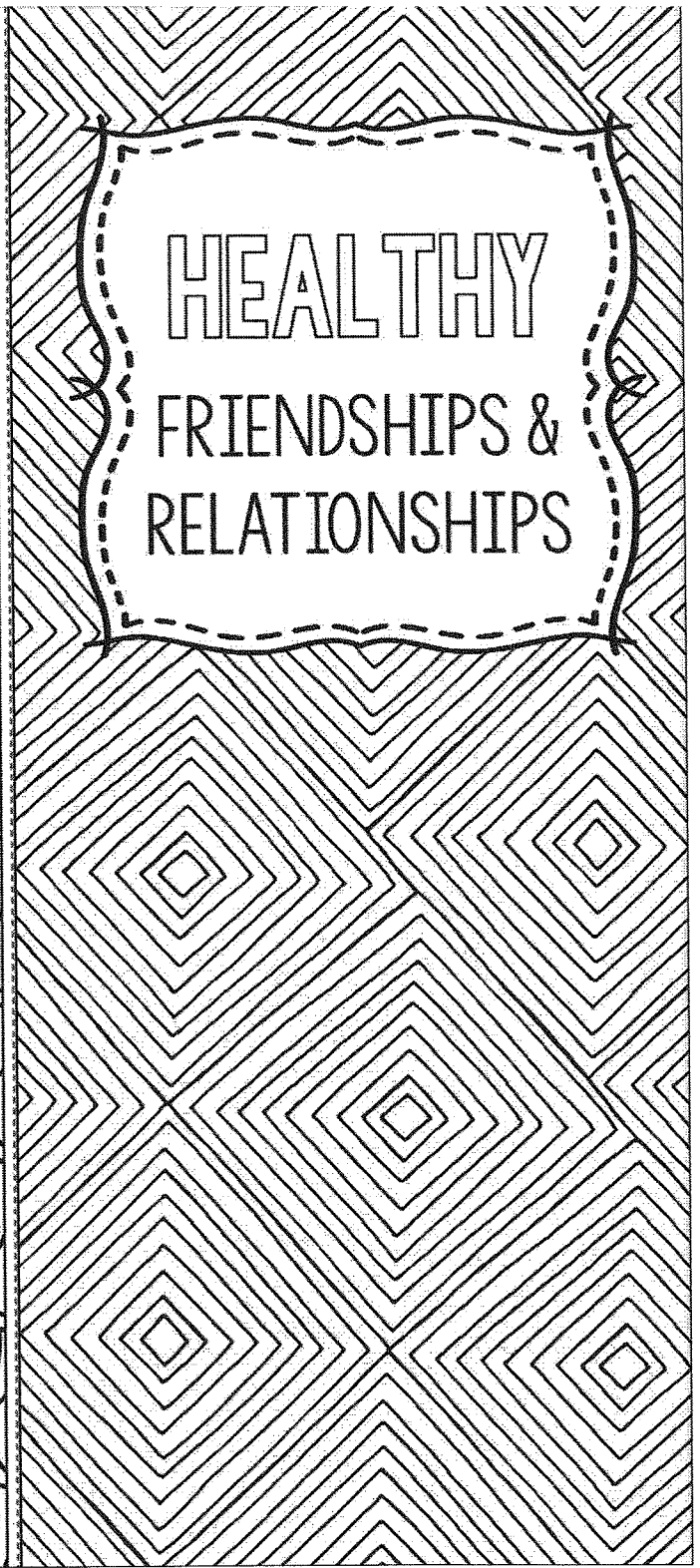
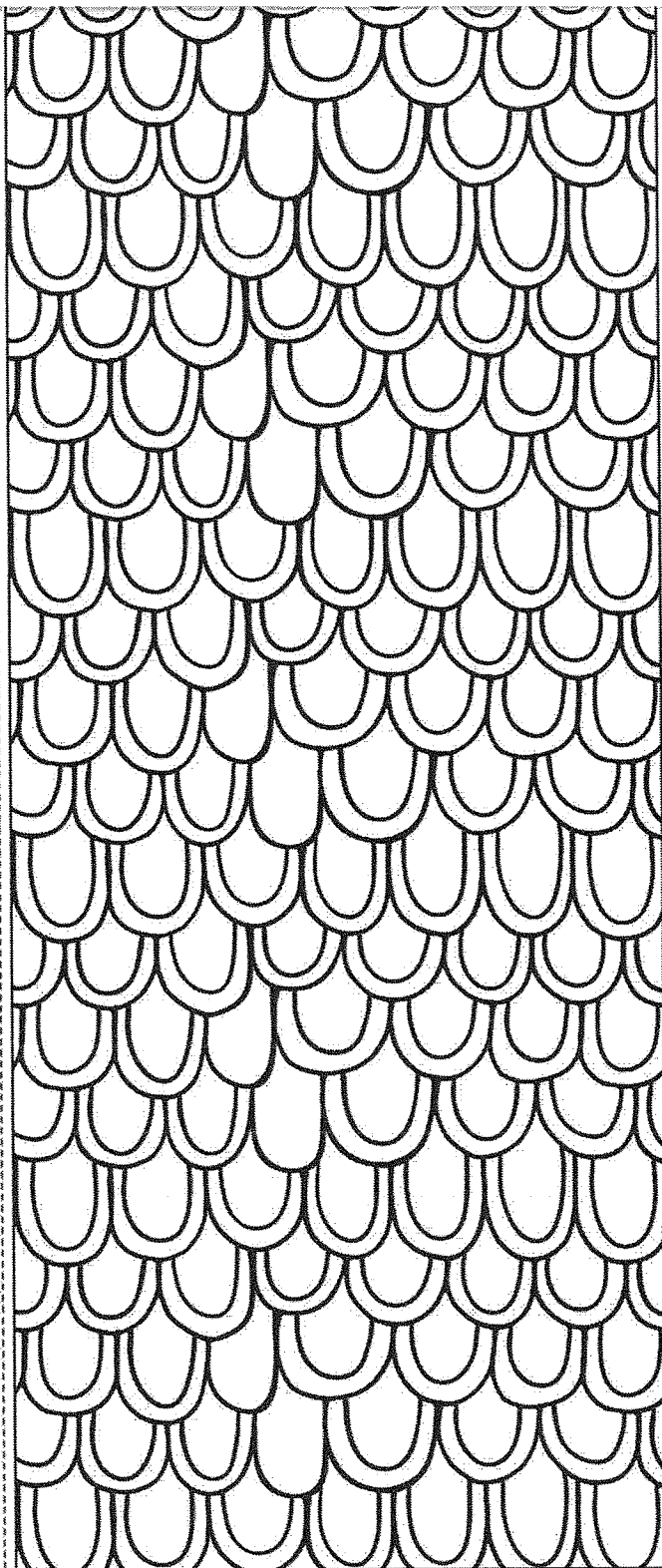
Start sentences with "I feel" instead of "You did." This takes the pressure off of them so that they are not offended.

Instead of "You made me sad because YOU don't listen."

Say: "I feel sad when I don't feel heard."

## **SUGGEST A COMPROMISE**

If you can see a win-win situation, suggest it. Find a way to take turns or share if it helps the situation.



HEALTHY  
FRIENDSHIPS &  
RELATIONSHIPS



## Support:

Healthy friends encourage you to go for your dreams. They cheer you on and are there when you need them even when it's not convenient for them.

## Acceptance:

A good friend accepts the unique qualities of their friend. They don't try to change them. An unhealthy friend might continue to tell you how to dress, how to talk, how to act, or how to feel.

## Compromise:

Friends work together and sometimes give up a little of something they want so that everyone gets to win a little. Simply put, this is about sharing and taking turns. An unhealthy friend might try to be controlling and make all the rules to benefit them.

## Respect:

Healthy friends respect their friend as a unique individual with their own thoughts, wants and emotions. They respect their time, boundaries and feelings and they don't question the importance of them. Respecting their privacy also includes not spreading rumors or telling others their private information.

## Maintain Individuality:

Each person should maintain their own identity separate from the other. Each should have hobbies and other experiences without the other to keep a healthy balance and support individual growth.

## Forgiveness:

A healthy friend forgives past mistakes and doesn't keep bringing them up. An unhealthy behavior would be holding a grudge and making the friend feel bad about it again and again.

## Trust:

A quality friendship is based on trust. This means that it's just expected that everyone is telling the truth. If you trust each other, jealousy is not an issue. You don't need to control each other and you don't mind if your friend has other friends. When there's no trust, an unhealthy or toxic behavior might include trying to control the friend and setting limits on them.

## Boundaries:

Healthy friends set rules for how they expect to be treated. The rules are fair and have real meaning. For example, you might have specific things that you ask of others like not standing too close because you get nervous in crowds. Friends tell each other when a personal boundary is being crossed. If a rule is broken, a healthy friend will tell their friend and give them a second chance.

## Active Listening:

Healthy friends are active listeners who pay attention, ask questions, and are interested in what you have to say. The opposite would be that they pretend to listen just so they can have their turn to talk next.

## Empathy:

Try to see the world through the eyes of the other. Be understanding of the circumstances that are causing their current actions.

## Fight Fair:

Fair fighting means that you stay away from insults and stick to the topic. Yelling isn't fair because it only leads to intimidation and not resolution.

## Emotional Control:

Keep your emotions calm and in control. Learn emotional regulation strategies to calm down when needed. Take deep breaths and leave the room when you get out of control. Anger and physical aggression are deal breakers. Never allow someone to put hands on you in anger or threaten to harm you under any circumstance.

## Equal Partnership:

Friends should have equal opportunity to make decisions in a relationship. One person should not take on too much control. Keep it balanced and fair. When one person tries to control the other one, it becomes toxic.

## Know When to Let Go:

When a friendship isn't healthy, talk it out and be clear about what needs to change. Give each other a chance to make it right. If it doesn't work after 2-3 chances, it may be time to say goodbye. Stick to your boundaries and firmly explain that you want your relationship to end. You don't have to be mean, just clear & consistent. Don't settle. You deserve healthy people in your life.