

*These conflict resolution worksheets were designed by AORTA (Anti-Oppression Resource and Training Alliance), based on worksheets originally created by the Arizmendi Worker Co-op. We recommend they be used as preventative tools, to ensure better communication in tense situations.*

Conflict Resolution Profile Worksheet for \_\_\_\_\_  
Date \_\_\_\_\_

Reminders and Guidelines

Give me the benefit of the doubt that I'm doing my best and mean you no disrespect or harm.

Don't enter into conversations with assumptions and accusations. Ask what happened or what the intent was (ask rather than accuse). Tell me what you experienced or perceived and ask me what I experienced or perceived.

Be solution-oriented rather than simply critical. Instead of competing with me over who's right, let's work together to reach a resolution.

Which of the following is important to you when discussing a conflict?

(Check if yes. Add commentary below the item as needed. Err on the side of safety for yourself.)

\_\_\_\_\_ Rather than talking to other people, come to me directly when you have a problem with me.

\_\_\_\_\_ When possible, do not criticize me or express negative interpersonal feelings in front of others; ask to speak to me in private.

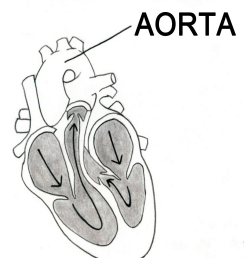
\_\_\_\_\_ It is important to me that you focus on listening while I speak. Please do not interrupt or make impatient gestures. (Because listening means it's harder to think about what you're going to say, it's okay for there to be moments of silence between our comments.)

\_\_\_\_\_ Do not yell or use an elevated tone of voice.

\_\_\_\_\_ When in person, personal space is important to me, and I prefer to maintain arm's length distance (or some other measure: \_\_\_\_\_) when discussing a charged issue.

\_\_\_\_\_ When in person, positive touch is important to me. Examples:

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- \_\_\_\_\_ Ask me if I want a hug
- \_\_\_\_\_ Feel free to touch my arm
- \_\_\_\_\_ Hold hands
- \_\_\_\_\_ \_\_\_\_\_
- \_\_\_\_\_ \_\_\_\_\_

\_\_\_\_\_ While I like a good joke, I find jokes can backfire during stressful conversations and ask that you refrain from them when we are talking about difficult issues.

\_\_\_\_\_ While we are speaking about difficult issues, I ask that you refrain from the use of “curse words.”

\_\_\_\_\_ While we are speaking about difficult issues, I ask that you refrain from the use of strong words/name calling that could be seen as aggressive (i.e “coward”, “hate”).

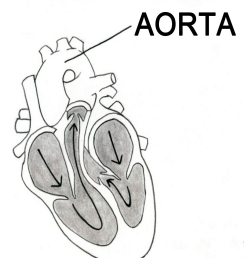
\_\_\_\_\_ When in person, please do not point your finger at me while speaking to me.

\_\_\_\_\_ When in person, it helps me greatly if you maintain eye contact with me.

\_\_\_\_\_ When in person, I prefer for us both to sit down when we discuss something difficult.

\_\_\_\_\_ If you have a difficulty with me, I hope you will bring it up as soon as reasonably possible. I realize that sometimes, upon encountering the difficulty, you might want to take time to consider things, calm down, or get someone else’s perspective; but, if after consideration, you still feel there’s a problem, please approach me as soon as you can talk about a solution.

\_\_\_\_\_ Using specific examples when explaining conflict is useful for me.



\_\_\_\_\_ Pointing out broad underlying trends when explaining conflict is useful to me.

\_\_\_\_\_ It is important for me to hear positive as well as constructive feedback.

\_\_\_\_\_ I want you to know that I may ask for a support person in our conversation about conflict. If I do, I understand that you also get the option of having one.

\_\_\_\_\_ Please don't talk about our conflict with someone else before we have a conversation about it.

\_\_\_\_\_ Please refrain from use of "absolute" language i.e. "you always," "you never," "every time," etc.

\_\_\_\_\_ Please come to our tension/conflict discussion with a recognition that conflict is never simply a matter of black or white, but is a complex grey. To that end, I request both of us acknowledge that we are neither simply victim or aggressor but have interacted in complex ways.

**Things I want to hear:**

(I think our friendship is strong enough to work through this, etc)

**Other things and thoughts:**

(Are there other things that may escalate or de-escalate you?)

