

University of Delaware
English Language Institute
Partnership for Learning
Conflict Resolution Workshop
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Conflict Resolution Worksheet

A- Follow the same procedure to resolve conflicts from the following books:

1. The Interactive Tutorial
Room-mates p.67
- 2- Classic Classroom Activities
School Uniforms p.77
3. Nasreddin Hodja
A Pile of Dirt p.13

This is the procedure to follow:

- | | | |
|---|---------------------------------|------------|
| 1- I want..... | - I want..... | |
| 2- I feel..... | - I feel..... | |
| 3- My reasons are..... | - My reasons are..... | |
| 4- My understanding of you is..... | - My understanding of you is... | |
| 5- Provide multiple solutions. | | |
| Solution A | Solution B | Solution C |
| 6- Agree and shake hands on solution..... | | |