

Losing friends is about as easy as making friends if you don't know how _____ and conflict. Conflict is part of everyone's life. It will show up at school, at work and at home. It's OK to feel angry, frustrated, annoyed, _____ or sad. These feelings are _____, but it's how you deal with them that _____. Some people scream, shout, swear, call people names, try to get back at or even hit the person who has _____ them. Others _____ to keep away from disagreements, but very few deal with conflicts _____.

Resolving conflict is a _____ process. Before you start discussing the problem, cool off, count to 10, take a deep _____ and imagine a relaxing place. Then, say what's really _____ ing you. While doing that, watch how you express yourself. Don't _____ or _____. Share how you feel by using "I" statements. For example, don't say "You are always bossing me around," but "I feel _____ because you don't pay _____ to what I think."

You want people to hear your opinion so _____ you practice what you _____. Listen carefully to the other person and _____ that he or she might see the problem in a _____ way. Be flexible and open-minded, willing to _____, forgive and move on.