

LIFE SKILLS INTERPERSONAL SKILLS

DEALING WITH CONFLICT

1 Ask and answer the questions with a partner.

- 1 Do you get along well with most people?
- 2 What things make you feel upset or angry?
- 3 What do you and your friends argue about?

2 Read the text quickly. Match the titles (A-D) to four of the tips.

- | | |
|---------------------|------------------|
| A Live and learn | C Stay calm |
| B Be clear and kind | D Think together |

What happens when you and your friends argue? How should you react when they get angry or upset with you? Follow these helpful tips to deal with conflict in your friendships and find a solution that works for everyone.

1 _____. When we're angry, we might say or even **scream** things that aren't kind. It's always better to keep cool and think carefully before we speak. Count to ten in your head, and if you can't relax, then walk away. Sometimes you have to do that!

2 **Listen first.** Give the other person a chance to speak without **interrupting** them. You have to listen carefully and pay attention to your friend's face and **body language**. Try to imagine how your friend is probably feeling at that moment.

3 _____. You have to be honest about your thoughts and feelings. Explain the problem clearly and say what you need from your friend. You should choose your words carefully and try to be nice to the other person. You don't want to start a new argument!

4 **Admit your mistakes.** Remember that even the best people make mistakes and nobody is perfect. It's OK to make mistakes, but we have to **admit** them and then say we're sorry. We should also forgive other people when they apologise for their own mistakes.



LIFE SKILLS

Dealing with conflict

We never have exactly the same ideas or opinions as our friends or family members. We often disagree with people and sometimes we get angry or have arguments. When that happens, we need to deal with conflict in a positive way and work together to solve the problem.

Friends and arguments

Tips for dealing with conflict



5 _____. Two heads are always better than one. You should have a conversation with your friend about how you could **solve** the problem. And you don't have to keep it a secret. You can get help from another friend or an adult if that's helpful.

6 **Cool down.** After you've had a serious argument, it's good to relax and cool down. When you feel better, you should go for a walk with your friend or maybe you can do something fun. Why not play a sport or watch your favourite TV show together?

7 _____. Arguments are a normal part of life, and we don't have to worry about every **disagreement**. But we should try to learn from them. After all, we don't want to repeat the same mistakes again! Think about what happened, and remember that lesson for the future.

