** I-MESSAGES AND CONFLICT RESOLUTION**

**STUDY GUIDE**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Period: \_\_\_\_\_**

**What are “I” Messages?**

1. “I” Messages are a helpful way of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and why you feel that way \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your emotions.
2. They allow you to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ without others feeling \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
3. They do take \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to use effectively.
4. There are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of an “I” Message….

**Parts of an “I” Message**

1. I feel... (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
2. When you... (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
3. Because… (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
4. What I need... (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

**Examples of “I” Messages**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ frustrated \_\_\_\_\_\_\_\_\_\_\_\_\_\_ interrupt me \_\_\_\_\_\_\_\_\_\_\_\_\_ I’m trying to talk. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is for you to listen.
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ worried \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ don’t call home \_\_\_\_\_\_\_\_\_\_\_\_ I don’t know where you are. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is for you to call if you’re going to be late.
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ happy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ share your emotions \_\_\_\_\_\_\_\_\_\_\_\_ then I know how you’re really feeling. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is for you to do that more often.
4. \_\_\_\_\_\_\_\_\_\_\_\_\_ upset \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ copy my homework \_\_\_\_\_\_\_\_\_\_\_\_\_ it took me a long time. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is for you to do your own work.

**Conflict Resolution**

1. A conflict is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or misunderstanding.
2. There are 3 types of Conflict Styles or Behaviors:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Avoidance**

1. This style tries to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ all together rather than face it.
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the subject
3. “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_” to avoid confrontation
4. Avoiding the issue in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. Communicating through the “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_”

**Confrontation**

1. This style is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and sometimes hostile.
2. “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or the highway”
3. Very \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and competitive
4. Used to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and control
5. “\_\_\_\_\_\_\_\_\_\_\_\_” Messages
6. Can \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_relationships

**Problem Solving**

1. This style shows a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to solve the problem positively.
2. Uses \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to solve the problem
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Attitude
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication
5. “\_\_\_\_\_” Messages

**Positive Conflict Resolution Skills**

1. Try to stay \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Be aware of your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Use active listening skills to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Focus on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ instead of winning
5. Ask \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Use appropriate body language / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ about what is bothering you

**Active Listening Skills**

1. Pay \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Look at the speaker / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ other tasks and listen.
4. Listen with appropriate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. Give \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that show you are listening.
6. Don’t \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Don’t \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to your own problems.
8. Don’t let your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. Don’t \_\_\_\_\_\_\_\_\_\_\_\_\_ the conversation.
10. Put the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_!