

### Non-Violent Conflict Resolution Skills (NVCRS)

This list of “Do’s-and-Don’ts” is a starting point for behaviors to have or avoid having when resolving conflicts. Memorizing these is a good use of your time. Please add your own Do’s-and- Don’t to this list.

Time-Outs prevent abuse and violence because one cannot abuse another if the other is not present. Time-Outs help you cool off so you can resolve conflict respectfully, later. You have the wisdom inside you to know when to take a Time-Out and when to breathe and keep going.

#### ***THINGS TO DO when wanting to resolve conflict non-abusively:***

Breathe and keep breathing. In and out. In and out. This will help you stay calm and clear. Anticipate a positive resolution - imagine it all -eventually- working out well.  
Be sober - not hung-over - not coming down.  
Stay with one topic or subject at a time, and complete it before going on to another concern.  
Watch your body language - face, body, posture, arms and hands, gestures, etc.  
Listen to the other person until they are done. Be curious and try to imagine their point of view.  
Respectfully ask for clarification when you do not understand something.  
Be respectful and kind even when you are clarifying something for the third time.  
Use I Statements. *I feel (describe the emotion) when (describe the behavior).* Don’t say “you”.  
Tell the truth, the whole truth, and nothing but the truth. Be honest with facts and about your feelings. (If you are nor sure if this is safe to do, then do not do it.)  
Be responsible and accountable because you are in charge of what you think, feel, and do.  
Let it be ok to disagree on things for the short term, and maybe even for the long term.

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#### ***THINGS NOT TO DO when wanting to resolve conflict non-abusively and nonviolently:***

Do not go into the situation looking for an opportunity to win or beat them up.  
Do not bear false witness. Do not lie. Do not lie by omission. Do not twist or distort.  
Do not judge, moralize, blame, finger point, or do any “you - you - you - ing”  
Do not use absolutes like “always” and “never” – don’t “should” on them.  
Do not assume you can read their mind or try to read their mind. Be curious and ask.  
Do not raise your voice or yell, even if you are not yelling “at” them.  
Do not cuss or swear. Do not name call. Don’t roll your eyes or puff up your chest.  
Do not stand so close that you might be seen as intimidating or trying to intimidate them.  
Do not interrupt. Do not talk over the other person. Do not talk over them inside your head.  
Do not over-power the other with all your points at once, just stick to one point at a time.  
Do not tell them what they think or how they feel. Ask them about these things, instead.

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