

Resolving Personal Conflict and Stress

When you have a conflict (unresolved qualitative differences based upon beliefs and feelings) with another person, use the following process to identify what the conflict is and resolve it.

1. **I See** Describe the specific behaviors which have occurred without judgments
I notice you

2. **I ASSUME**
My assumptions about your behavior are
I believe / am concluding that

3. **I FEEL**
Because of my assumptions about your behavior, my feelings are
Note: Make clear your feelings are yours, caused by your assumptions. No one makes you feel, you make yourself feel as a result of your assumptions.

4. **I NEED**
My preference is to resolve this issue, if possible, meeting your needs and mine.
I value your contributions and need your support in accomplishing our objectives.

5. **I WANT**
What I want behaviorist form the other person in response to my needs.

6. Invite other person to respond.

7. Repeat above process if necessary.

