

“S O Q U I C”

Conflict Resolution Model

(Don't be so quick to jump to conclusions)

S – stay calm: breath, count, relax, think of a peaceful place, **reminder statements** like:

“It’s no big deal”	“It’s not worth it”
“I can handle it”	“Getting mad won’t help”
“What they say doesn’t matter”	“Don’t make it worse...”
“It’s just so-and-so”	“I’ll have to be the mature one!”
“I’m not going to take this personally”	“It won’t matter a month from now”
“I don’t have to prove anything to them”	“I’m in control!”
“They’re not worth it”	“I’m not going to give them power”
“I don’t want to get in trouble”	“It could be worse!”
“I need to let it go”	“I’m going to see the good side of it”
“I’m wasting my time being mad”	“I’m better than this situation”
“I need to think through the consequences”	

(The external trigger is what they say or do, while the internal trigger is what I am thinking about it-I can only control what **I** think, not what they do so it’s MY choice to be mad or not. Don’t say “they’re making me mad,” or “they’re making me lose my temper,” because I can choose to be mad or I can calm myself down and choose not be mad)

DON’T GIVE UP MY POWER TO SOMEONE ELSE!!

O – outcome: what outcome do **I** want? Think through the consequences.

DON’T GIVE UP MY POWER TO SOMEONE ELSE!! Keep in mind what I want, so my emotions don’t cause me to lose sight of what I want. If I get what I want, while still maintaining the relationship, I win! Then **I** have the power over the consequences!

Q – question: question to clarify what their issues/concerns are-make sure I know why...

U – understand: **their point of view** (put myself in their shoes)

I – “I” statement: say how I feel about it in a kind way

C – compromise: -use bargaining power!

above it all: don't listen or try to solve it, act egotistical and arrogant like they are better than the other person

counter attack: attack their personality, and thinking of own complaints rather than listening to other person's point of view.

global statements: use words like "always", "never", "every time" or start sentences with "You..."

conflict archeology: bring up negative stuff from the past

bulldozing: run-over, intimidate, accuse, shout, name-call, swear, blame, threaten, taunt, interrupt, or other aggressive behavior

CONFLICT ESCALATORS

CONFLICT RESOLUTION - SO QUIC

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