“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”
- “I can handle it”
- “What they say doesn’t matter”
- “It’s just so-and-so”
- “I’m not going to take this personally”
- “I don’t have to prove anything to them”
- “They’re not worth it”
- “I don’t want to get in trouble”
- “I need to let it go”
- “I’m wasting my time being mad”
- “I need to think through the consequences”

- “It’s not worth it”
- “Getting mad won’t help”
- “Don’t make it worse…”
- “I’ll have to be the mature one!”
- “It won’t matter a month from now”
- “I’m in control!”
- “I’m not going to give them power”
- “It could be worse!”
- “I’m going to see the good side of it”
- “I’m better than this situation”

(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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