**M4.WS4 - Conflict resolution: How to effectively resolve conflict**

*Think about what to say or do and why to effectively resolve conflict. Use the table below.*

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| **To resolve a conflict** | **What to say or do?** | **Why?** |
| 1. Calm yourself down |  |  |
| 2. Restore order |  |  |
| 3. Hear their stories |  |  |
| 4. Listen carefully |  |  |
| 5. Generate solutions |  |  |
| 6. Agree on a solution |  |  |
| 7. Test for satisfaction |  |  |

