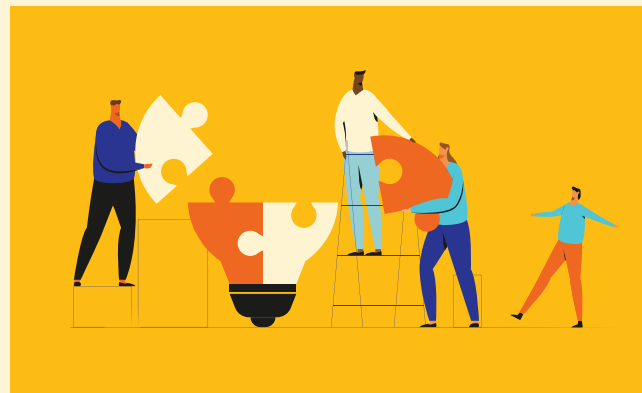


Tools to better understand each other and cultivate harmony



Day 20

Your challenge today

Familiarize yourself with these tips in order to be ready to adopt the mediator posture when you are called to resolve a conflict within your family or with members of your entourage.

Tips on how to support a person in the peaceful resolution of a conflict

| | |
|--------------------------------------|---|
| To support calmness | <ul style="list-style-type: none">• Ask them to take a deep breath• Ask them to go for a drink of water and come back |
| To support communication | <ul style="list-style-type: none">• Ask the parties how they feel• Ask what bothered them most• Ensure that they listen to each other |
| To support the search for a solution | <ul style="list-style-type: none">• Ask for several options to resolve the situation |
| To support a lasting agreement | <ul style="list-style-type: none">• Ensure that the solution chosen is suitable and realistic for the people involved |

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Psst! That would look great on the fridge. **Click here to print.**

What if it was already time for an assessment and congratulations?

About us:

Institut Pacifique is a charity organization devoted to develop, implement and promote expertise in terms of conflict resolution and psychosocial preventive issues in order to build violence free living environments and to support children, youths and adults psychosocial fulfilments.

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