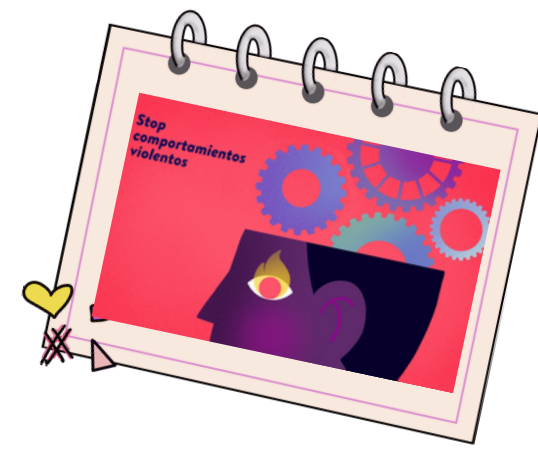


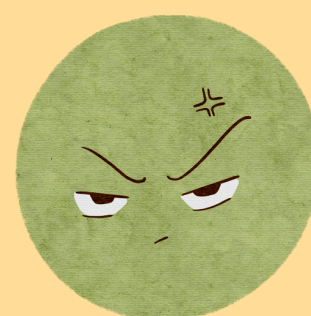
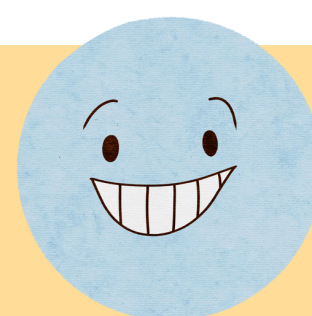
STOP VIOLENT BEHAVIOUR

Guidelines for positive conflict resolution



When confronting a conflict **attempt to remain calm**: Think, take a deep breath, and don't be in a hurry to address it.

Talk about **how you are feeling** in that situation.



Listen **carefully** to what other people have to say and **put yourself in their shoes**.

Avoid personal attacks: insults, reproaches, threats, etc.



If you feel unable to resolve a conflict, **ask people you trust** for their help.