

THE 6 GOLDEN RULES OF CONFLICT MANAGEMENT



A conflict with a friend can have a considerable impact on your teen's well-being. To manage conflicts properly, here's a six-step process that you can teach them.



1 CHOOSE THE RIGHT TIME

Remind your teen that it's best to discuss touchy subjects when the people involved are **calm and in control of their emotions**.

2 DEPERSONALIZE THE PROBLEM

To open the discussion with their friend, teach your son or daughter to **explain their problems with facts and without accusations**.

3 RESPECTING EACH PERSON'S OPINIONS AND EMOTIONS

By listening to their friend attentively and empathetically, **your teen will better understand their point of view**.

4 EXPRESSING THEIR POINT OF VIEW

Teach your teen to express their opinion **objectively and non-aggressively**.

5 FIND SOLUTIONS

To resolve the conflict, invite your teen to try to find solutions to **the issue with their friend**.

6 END ON A POSITIVE NOTE

Teach your teen that **thanking their friend for listening or cooperating** is a positive way of ending a discussion.



The best way to teach them is by applying these rules yourself in your communication with your teen.

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GUIDING
YOUR TEEN
IN MANAGING THEIR
RELATIONSHIPS WITH OTHERS





In the teenage years, **social relations** are extremely important. How can you help your teen to communicate well with others? **We'll share our tips with you!**

CONNECT WITH YOURSELF AND OTHERS FOR BETTER RELATIONSHIPS

Your teen's state of being (their thoughts, emotions and physical condition) can influence their relationships with others.

Connecting with themselves by taking a break to assess their state of being (feelings of anger and sadness, pessimistic thoughts, hunger, increased heart rate, etc.) can help them in their social life. In fact, **by understanding that their state of being influences their behaviour**, they can better communicate with their friends.

Taking an interest in how others are doing, by speaking to them sympathetically and non-judgmentally, can help you understand them better.



**But it's easier said than done!
It takes practice.**

WHAT ARE THE BENEFITS OF THIS PROCESS FOR YOUR TEEN?

- **Adopting an open-minded attitude in order to see** other points of view;
- **Thinking** before acting;
- Gaining better **self-understanding**;
- **Being more tolerant** towards others.



EXAMPLE OF USE

A friend doesn't answer your teen's text messages despite repeated reminders. How can your teen react?



STEP 1

Take a break before taking action, such as sending an angry text message to a friend.



STEP 2

Ask themselves questions about how the situation makes them feel to reconnect with their own state of being: angry, sad, betrayed, etc.



STEP 3

Make assumptions to try to understand why their friend is behaving this way:

MAYBE they lost their phone,
MAYBE their parents confiscated it, etc.



STEP 4

The goal is not to discover the actual reason for the friend's behaviour: the mere fact of making hypotheses helps reduce the stress and allows for better communication.