To solve problems use respect, patience, discernment (seek clarification)

Road map to solve problems

1. Recognize conflict
2. Identify those involved.
3. Ask questions to understand issue
4. Cool the rhetoric. Be specific not general.
5. Ask questions to discover underlying issues.
6. Clarify what is being said by verbalizing and summarizing what you hear.
7. Find the win-win for all
8. If you can’t find perfect solution reach a compromise
9. Get agreement from everyone involved even if they don’t love it
10. If no solution is found practice patience cooling period
11. Remind yourself and everyone the benefits that will come from working through conflict.

**Plan Ahead**

Failure to plan is planning to fail

Need a plan to deal with bullies and issues.

How to plan

Talk to friends

Brainstorm ideas

research online

write down your thoughts

compare notes

make a list

think through what can happen

review options

describe plan and get input from others

**Evaluate your options**

Options decided by your values

**Defuse situation**

Get help: If it is too much for you to handle. Get help teacher, principal, police.

Send the audience way: Ask people to go if they are watching. If people leave people are not worried about their reputation.

Clarify what happened: Ask for facts not feelings.

Listen attentively: Give people chance to vent to you and listen. Sometimes thats all they need.

Stay calm: Don’t get into a shouting match.

Choose your words carefully: Think about what you are going to say. Pay attention to your tone. Don’t be harsh, abrupt or sarcastic.

Be humble: Don’t act like you know it all.

Offer a solution: Find a win-win or middle ground.

Buy some time: Ask for time to think about it.

Follow up: Make sure solution is working.

Keep perspective: Can’t solve every problem do your best to solve it.

**Get Help**

You need a safe haven such as teachers, parents, community.

Discuss who is a safe haven

Steps of Action For A Bully

1. Leave: When danger is imminent such as a gang of people on you leave and go somewhere public that way you can get help and have witnesses. Bullies work out of sight of authorities.
2. Tell: Find someone with authority to make bullying stop. You need to speak up or nothing will happen.
3. Persist: Keep telling people until the bullying stops.
4. Record: Document all behavior and any emails, texts etc. Also any witnesses. This way we see a pattern and not an isolated incident.
5. Do not give up: Remember you are not alone.

**Rebuilding Trust**

What if the kid you bullied turned out to be the only surgeon that could save your life?

1. Acknowledge The Problem: Try to figure out why something happened. Get facts. Someone is laughing don’t assume their laughing at you maybe it could be a joke.
2. Initiate contact: If you’re at fault it is ok to seek reconciliation. You can go face to face or ask a teacher or safe haven person.
3. Clear up the issue: Sometimes it maybe an “innocent mistake” however need to assure the other person that this was the case and ask for forgiveness.
4. Rebuild the relationship: Just because you forgive doesn’t mean that trust will be there. You need to rebuild it.

YOU ALL CONTROL the culture of Santa Rosa show respect practice good character with each other. If your toxic you’ll have toxic results. If your words are nurturing then the results will be nurturing. Life is hard don’t make it any harder.