**Handling Disagreements Handout**

**Steps for RESPONDING to Disagreements**

1. Keep your cool
2. Listen to the other person
3. Repeat what they said
* “It sounds like you’re upset.”
* “It sounds like you’re angry.”
* “It sounds like your feelings are hurt.”
1. Explain your side using “I” statements
* “I didn’t mean to upset you.”
* “I think this is a misunderstanding.”
* “I feel like this was a miscommunication.”
1. Say you’re sorry
* “I’m sorry you’re upset.”
* “I’m sorry this happened.”
* “I’m sorry your feelings got hurt.”
1. Try to solve the problem
* Tell them what you’ll do differently
* ”I’ll try not to upset you again.”
* ”I’ll try not to do that again.”
* ”I’ll try to be more careful next time.”
* Ask them what they want you to do
* “What can I do to make it up to you?”
* “What would you like me to do?”
* “What can I do to fix this?”
* Suggest what you want them to do
* “I’d like it if you tell me if I hurt your feelings again.”
* “I hope you will give me the benefit of the doubt the next time.”“I’d appreciate it if you let me know the next time this happens.”
* Keep your cool if you can’t solve the problem
* Agree to disagree
* Remember to follow all of the steps