Student Courts. Many schools have implemented teen courts to help students solve disputes. Teens serve as judges, juries, prosecutors, and defenders in each case. Students caught fighting on campus can use the courts to settle arguments, and teen juries can “sentence” those students to detention or community service, rather than imposing suspension or expulsion.

Anger Management. How to recognize attitudes, actions, and circumstances that trigger an angry reaction and how to control that reaction are skills that many teens—and even some adults—have not learned. Anger management training helps individuals take command of their emotional reactions instead of allowing their emotions to take command of them.

Arbitration. In arbitration, a neutral third party determines an action. Disputing parties agree on an arbitrator who hears evidence from all sides, asks questions, and hands down a decision.

Where To Find Help

- Community or neighborhood dispute resolution centers
- Local government—family services
- Private organizations listed in the telephone directory’s Yellow Pages under “arbitration” or “mediation services”
- Law school legal clinics

www.troopers.ny.gov
Frustrated? Irritated? Angry? Ready to explode? You're not alone. Whether it's an argument with a friend, aggravation because a driver cut you off, or rage because your ex-girlfriend or ex-boyfriend is going out with your best friend, conflict is part of everyday life. Anger leads to conflict, produces stress, hurts friendships, and can lead to violence. We can't always avoid anger or conflict, but we can learn to manage it without violence. Avoid anger or conflict, but we can learn to manage it without violence. We can't always avoid anger or conflict, but we can learn to manage it without violence. If you can't work it out, get help.

Steps To Managing Conflict

1. Understand your own feelings about conflict. This means recognizing your triggers—words or actions that make your own decisions. Many schools offer programs that help deal with conflict.

2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other clues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you are paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

3. Come up with suggestions for solving the problem. Many people can think of only two ways to manage conflict—fighting or avoiding the problem. Get the facts straight. Use your imagination to think up ways that might help resolve the argument. Set the facts straight. Use your imagination to think up ways that might help resolve the argument.

Steps To Moving Toward Agreement

1. Agree to sit down together in a neutral place.
2. Come to the discussion with a sincere willingness to settle the problem.
3. State your needs—what results are important to you—and define the problem. Talk about issues without insulting or blaming the other person. Focus on the issues, not the person.
4. Discuss ways of meeting needs or solving the problem. Be flexible and open-minded. Discuss ways of meeting needs or solving the problem. Be flexible and open-minded.

Mediation: Many schools offer programs that train students to act as mediators for their peers. Mediators do not make decisions for people—instead, they help people make their own decisions. Mediators encourage dialog, provide guidance, and help people deal with conflict. Many schools offer programs that train students to act as mediators for their peers.

Moving Toward Agreement

1. Resolve the argument by finding ways that might help resolve the argument. Get the facts straight. Use your imagination to think up ways that might help resolve the argument.
2. Come up with suggestions for solving the problem. Many people can think of only two ways to manage conflict—fighting or avoiding the problem.

Confronting the Issue

1. Keep your voice calm.
2. Be direct and specific about what's bothering you. Use "I" statements—statements that emphasize how you feel, rather than blaming the other person. Rather than yelling, "You always interrupt me! You don't care what I think," try saying, "I feel frustrated when I can't finish making my point. I feel as though my thoughts are not being heard." Focus on what the other person is saying, not on what you think they're saying.
3. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

Steps To Avoiding Anger

1. Reduce or eliminate your feelings of anger. Reduce or eliminate your feelings of anger. Reduce or eliminate your feelings of anger.
2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

Steps To Avoiding Aggravation

1. Reduce or eliminate your feelings of aggravation. Reduce or eliminate your feelings of aggravation. Reduce or eliminate your feelings of aggravation.
2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

Steps To Avoiding Harassment

1. Reduce or eliminate your feelings of harassment. Reduce or eliminate your feelings of harassment. Reduce or eliminate your feelings of harassment.
2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

Steps To Avoiding Threats

1. Reduce or eliminate your feelings of threats. Reduce or eliminate your feelings of threats. Reduce or eliminate your feelings of threats.
2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

Steps To Avoiding Violence

1. Reduce or eliminate your feelings of violence. Reduce or eliminate your feelings of violence. Reduce or eliminate your feelings of violence.
2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.

Steps To Avoiding Abuses

1. Reduce or eliminate your feelings of abuses. Reduce or eliminate your feelings of abuses. Reduce or eliminate your feelings of abuses.
2. Practice active listening. Go beyond hearing only words; look for tone, body language, and other cues to what the other person is saying. Pay attention instead of thinking about what you're going to say next. Demonstrate your concentration by using body language that says you're paying attention. Looking at the ground with your arms crossed says you're uninterested. Look the other person in the eye, nod your head, and keep your body relaxed and your posture open.