RESOLVING CONFLICTS | USING COMMUNICATION SKILLS EFFECTIVELY

ACT TWO

Read what each person says. Also, read the text beneath the dialogue to find out what each person meant to say. PARENT: (upset, angry) Where have you been? (You're over an hour late, and I've been really worried.) SAM: (defensively) At school. (I got detention and I'm kind of embarrassed about it.) PARENT: (confused) But school was over an hour ago! What have you been doing? (Did you forget that you had a dentist appointment?) SAM: (insulted) I told you! I was at school! The teacher made us stay late. (Don't you believe me? Oops, did I say "us"?) PARENT: (frustrated) Why? (Please just explain why you are so late.)

- **SAM:** (*anxiously*) Because somebody was throwing spitballs and the teacher got mad, so the class got detention. (Well, really just me, because I threw some spitballs.)
- PARENT: (wary) That doesn't seem fair, but you should have had enough sense to call. (And you weren't involved?)
- **SAM:** (resentfully) Well, the teacher wouldn't let us leave the room! (I forgot to call. That's what I should have done.)
- **PARENT:** (*angry*) That's it! I'm going to call your teacher about this! I had to cancel your dental appointment!







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I-MESSAGES

I-messages are a great way to explain yourself when you are upset. When you use them, people are more likely to listen to you and to respond without becoming angry and defensive. Read the example, and then try to write your own I-messages.

EXAMPLE

Someone in your household often forgets to give you your messages.

I feel upset

when you don't give me my messages

because _ they are important to me.

1. A classmate has started calling you by a nickname that you dislike.

I feel ______ when you ______

because _____

2. Your teacher hasn't called on you all week, even though you've raised your hand.

I feel ______
when you ______
because _____

3. One of your friends often borrows your things and doesn't return them.

| l feel |
|----------|
| when you |
| because |



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