Perspective-taking, Assertiveness, Negotiation & Conflict Resolution

**PERSPECTIVE-TAKING**

Perspective-taking means looking at situations from other people’s points of view. Almost every action we take has some impact on other people, and understanding how situations seem from others’ perspectives is really important to getting along. Sometimes you need to put yourself in other people’s shoes, such as:

- your friend’s
- your parent’s
- your boyfriend’s or girlfriend’s
- your teacher’s

and imagine what a situation must seem like from their point of view. That new perspective may change how you think about things!

**ASSERTIVENESS**

Being assertive means:

- Sticking up for yourself: don’t allow other people to dominate you
- Being firm, fair, and reasonable
- Looking for win-win outcomes

Here are some tips:

- Think about the other person’s motives
- Explain how their actions affect you
- Make eye contact and use a firm but calm voice
- Allow the other person to respond, and listen when they do
- Know what you want, but be prepared to compromise
- Speak to yourself helpfully
- If you don’t feel safe with the other person, move away.

**NEGOTIATION**

A negotiation is not issuing an order or receiving a command. Negotiations are like conversations – they are two-way interactions. Effective negotiations require good listening and thinking skills.

Here are some tips:

- Prepare beforehand – think about alternatives in case you can’t get your preferred outcome
- Find out the other person’s perspective – know what motivates their decisions
- State your own needs – explain why something is important to you
- Don’t argue – it’s not productive and it gets tempers up.
- Choose timing – allow a generous amount of time at a mutually convenient moment when neither of you are preoccupied
- Choose a good place – ensure it is a comfortable place for both of you, where you can speak without batting noise and distractions.

**CONFLICT RESOLUTION**

In life, it is inevitable that your wants and needs will rub up against other people’s – and that’s when conflicts arise. Here are some tips that can help when you desire to resolve a conflict:

- Don’t go in angry – go in when you are calm and prepared to listen
- Understand each other’s perspective – it is important you both understand what the other person wants and why
- Prepare and make time – allow time to state your own case and to listen to the other person’s
- Consider getting help – a mediator can help with difficult conflicts. Mediators can include friends, counsellors, psychologists, teachers and youth workers. It is especially important to consider asking for help from a mediator if you are worried the other person could be abusive or violent.

If you need help ...

**WEBSITES**

www.youthbeyondblue.com
www.lifeline.org.au
www.sane.org
www.reachout.com
www.headspace.org.au
www.inspire.org.au

**HELPLINES**

Youthbeyondblue: 1300 22 4636
Kids Helpline: 1800 55 1800
Lifeline: 13 11 14
Sane Australia: 1800 18 7263

**ONLINE COUNSELLING**

www.kidshelp.com.au