

Managing Conflicts With the RELATE Model

All relationships come with conflict at some point. The key is what you do when it arises.

By following the RELATE model, you can work through conflict, using it as an opportunity to build a stronger relationship.

R

Regulate



Your first step is to calm your emotions and find your grounding.

Try going for a walk, grabbing a drink of water or simply pausing for a few deep breaths.

E

Extend



Extend an invitation to the other person asking if they would like to talk.

Note that they may not be ready or willing when you ask. If so, ask them to let you know when they are ready to talk.

L

Listen



Your first job is to listen. Let the other person talk first and share what they think happened and what they are thinking or feeling.

Affirm what they are saying and ask for clarification; for example, “What I’m hearing is _____. Is that correct?”

A

Articulate



Once it is your turn to share your concerns, keep it impact focused.

For example, “I am worried that _____.”

T

Talk It Out



Work together to find a mutual understanding of what happened. Remember, you don’t have to agree on everything, the goal is to find understanding.

You can say things like, “Help me understand _____.” or “I see how that is important to you. I have some thoughts as well...”

E

Emerge



Decide together how you will emerge from this. What is your path forward?

Identify concrete action steps, such as agreeing to leave any negative feelings behind, establishing boundaries, or making a plan to prevent this conflict from happening again in the future.

Resilience in School Environments (RISE) — presented in partnership by Kaiser Permanente and the Alliance for a Healthier Generation — is a national initiative that provides teachers and school staff with skills and resources to support student mental health and to better tend to their own emotional needs.

Through engagement with RISE, schools, teachers and educators will learn how to better manage emotions, recognize strengths and weaknesses, and rise above adversity.

Learn more at
HealthierGeneration.org/RISE

