

## VOMP: A TOOL FOR MANAGING CONFLICT

When using this tool, participants walk through the following steps, allowing each person to offer their response to the prompt in turn at that step.

<b>V</b> ENT (EXPRESS)	This step lets each person express what has been frustrating them about a situation and let go of past hurts. Be honest, but also respectful. Use I Statements as much as possible: "I feel...when you...because..."
<b>O</b> WNING	This step helps each person take ownership for the part they might have played in the situation: "I will own the fact that I was curt in my response..." or "I admit, I can sometimes..." or "I take responsibility for..." Avoid offering a reason for the behavior, or justifying what was done or said, and focus instead on acknowledging any role you have played.
<b>M</b> OCCASINS	<i>"You don't know another person unless you walk a mile in their moccasins."</i> This step helps convey to the other person that you have heard them, and understand their perspective: "This is what I think/feel it's like to be in your shoes," or "I can see now that from your perspective, you were probably feeling..."
<b>P</b> LAN	This step lets you develop a plan to make things better in the future: "Let's agree on one thing we will do differently going forward..."