

DO THE RIGHT THING

&

Delivering the

Message

Lessons 10 & 11

- Sticks and stones will  
brake my bones but  
names/words will  
never hurt me!



Is that statement  
true?

Can Words Hurt You?

When does names or  
words lead to  
violence?

How can your...  
tone of voice,  
facial expressions,  
gestures,  
body language  
escalate conflict?

How would you handle this ?

You lost your favorite jacket last week and saw another student wearing a jacket like yours today.  
You confront the student.

What would you say?

How would you approach this person?

How would you handle this ?

You are just standing in the hall, minding your own business, when you see one student bump into another student. You know these students and it looks like they are both really angry. You think a fight could break out.

What do you do?

# I

## Statements

provide a nonconfrontational way of stating  
what is on our minds or what is bothering  
us.

# YOU

Statements

are often used to accuse, blame, threaten,  
characterize or give orders to the other person.

What message would not lead to conflict?

I thought we had a deal.  
You told me that we had a deal!

I get mad when you talk behind my back, I wish  
you would not do that.

You are talking behind my back. Don't do that.

There is a old saying “ You can catch more flies with honey then with vinegar.” In many ways this statement summaries what we learned today: Positive words and actions are more likely to get you what you what when you are in conflict. Negative language may only get you into fighting and violence. We also learned that the language we use is part of our style and our way of dealing with conflict.