

**Willam Glasser's
Five Basic Needs**

Five Basic Needs

SURVIVAL

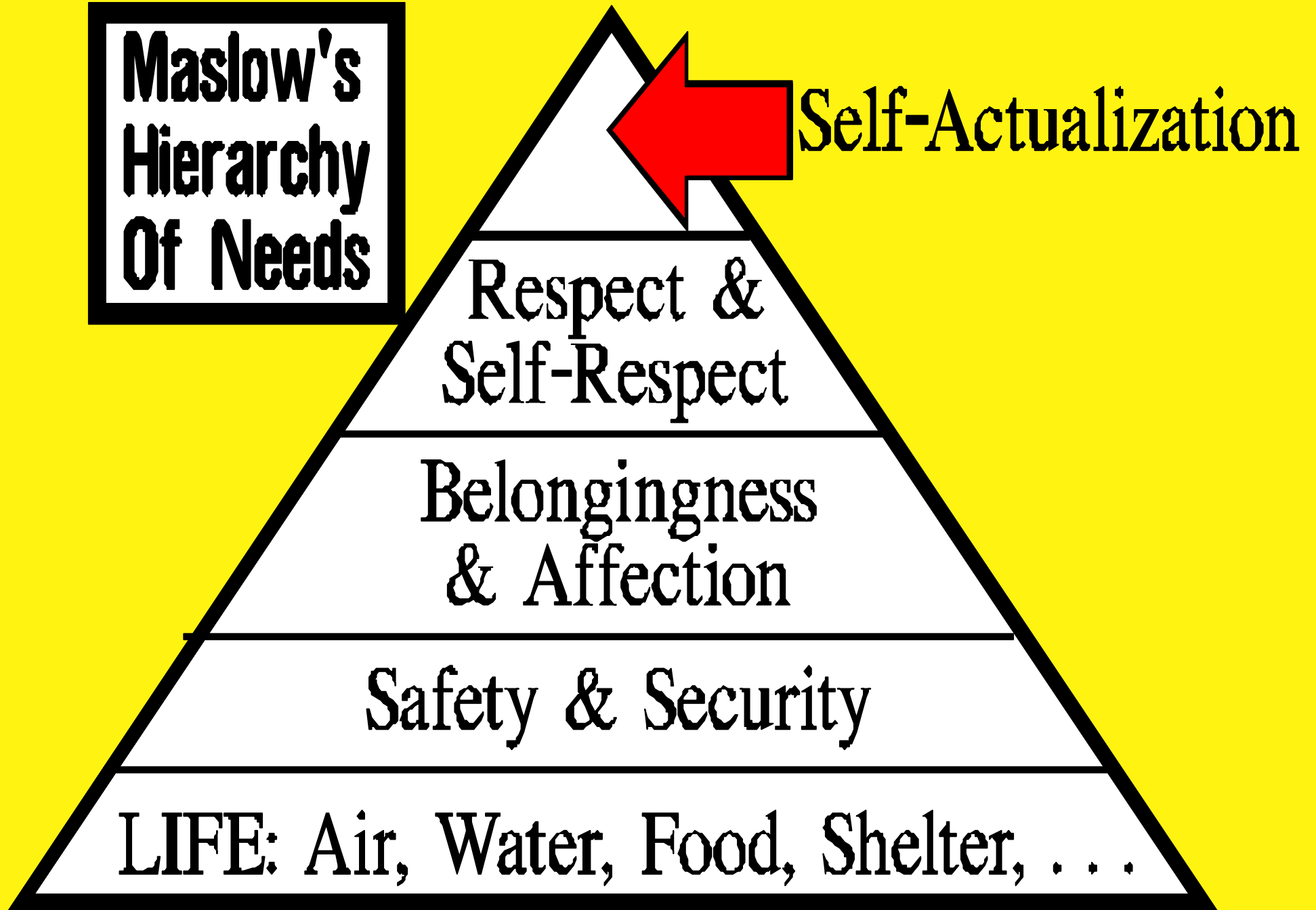
BELONGING

POWER OR RESPECT

FREEDOM

FUN

**Maslow's
Hierarchy
Of Needs**



Passive

Aggressive

Assertive

Three Outcomes To Conflict

- **LOSE-LOSE**
- **WIN-LOSE**
- **WIN-WIN**

Good Character Traits

- Caring & Giving
- Citizenship & Civic Virtue
- Justice & Fairness
- Leadership

- **Responsibility**
- **Self Control**
- **Trustworthiness &**
Honesty
- **Valuing & Respecting**
Self

- Valuing & Respecting Others
- Tolerance
- Valuing & Respecting Authority

Passive Responses To Conflict

- **Ignore or Avoid**
- **Hide Feelings**
- **Whine**
- **Fake Crying**

- **Give In To Be Nice**
- **Gossip or Rumors**
- **Ignore A Conflict**
- **Quiet Denials**
- **Make Faces**

- **Roll Eyes**
- **Quiet Put-Downs**
- **Tattle or Snitch**
- **Attitude Thing**

Aggressive Responses To Conflict

- **Yell**
- **Hit**
- **Push**
- **Threats**

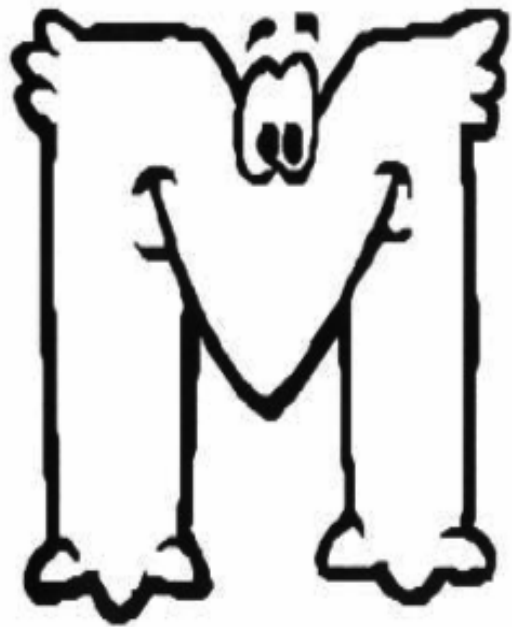
- **Fights**
- **Loud Denials**
- **Stomp Around**
- **Slam Doors**
- **Loud Put-Downs**
- **Break or Destroy**

Assertive Responses To Conflict

- **Sincere Apologies**
- **Responsible Reporting**
- **Compromise**

- **Talk It Out**
- **WIN-WIN Outcomes**
- **Active Listening**
- **Respecting**
- **Understand Others**
- **Manners**

- **I Messages**
- **Firmly Set Boundaries**
- **Acting On Morals**
- **Self-Mentor**



K

**What
do
you
know?**

W

**What
do you
want to
know?**

L

**What
have
you
learned?**

I Message Sentence Starters

- **I want ...**
- **I feel ...**
- **I would appreciate
it if ...**
- **I think ...**

- **I need ...**
- **I expect ...**
- **I wish ...**