

RESOLVING CONFLICT!

AVOID THE DANGER ZONE!

1. Escalation
2. Put Downs
3. Withdrawal/ Avoidance
4. Negative Interpretation

A BETTER WAY!

1. Time Out – “Could we talk about this another Time?”
2. Specific – Focus on the specific incident, Use “I messages”
Example- “I felt frustrated when you didn’t pick up after yourself.”
3. Speaker/Listener Technique – sit knee to knee and take turns talking. Speaker talks and listener listens then repeats what he heard. Speaker agrees or clarifies. Then the Listener becomes the Speaker. Repeat. Work towards a solution. (This will take practice, practice, practice!)
4. Avoid: mind reading, name calling, blaming, cross complaining, kitchen sinking