

## CONFLICT RESOLUTION

1. Conflicts are ways of **reaching a SOLUTION** not gaining a victory.
2. The basic outline of a conflict resolution should be:
  - A.) *State your "gripe" or the problem.*
  - B.) *Suggest some alternatives.*
  - C.) *Reach a solution.*
3. **YOU CANNOT AVOID A CONFLICT.** If something is important enough to one member of the relationship, it is worth discussing.
4. State your "gripe" in the form of a **request** not a demand. **Make it a POSITIVE** request. "I statements". ie; I feel \_\_\_\_\_ when I \_\_\_\_\_ because I \_\_\_\_\_. (**AVOID:** I feel that.... | This is a thought).
5. Talk about **ONE THING AT A TIME.**
6. If the conflict concerns a question of **fact**, then **IT IS YOUR DUTY TO GET THE FACTS.**
7. If the conflict concerns a matter of opinion, you must recognize it as such and realize that a compromise is the only solution.
7. **DON'T PLAY PSYCHOLOGIST.** Don't try to tell others what they are thinking or why they are doing something. This covers our most famous rule: **don't ASSUME.** It makes an **Ass out of U and Me.**
9. **DON'T PLAY MINDREADER.** It's impossible, so ask instead.
10. **DON'T PLAY ARCHEOLOGIST.** Don't dig things out of the past; stay with your present gripe.
11. **DON'T MAKE SPEECHES.** State your gripe, and then let the other person answer.
12. If the other person states a point, you must respond to it before you can make a new one. **ANSWER QUESTIONS DIRECTLY!**
13. **NO NAME CALLING.**
14. **NO EMOTIONAL BLACKMAIL.** "If you cared about our RELATIONSHIP/loved me, you would...."
15. You can state your gripes about **BEHAVIOR--NOT STATES OF BEING.**
16. **GO BACK TO RULE #1 AND NEVER FORGET IT. CONFLICT RESOLUTION IS USED TO REACH A SOLUTION NOT TO GAIN A VICTORY.**