

Steps for Conflict Management/resolution

1. Set a time to talk when you are both rested and have time.

2. Center yourself: Calm down (use time out first if needed);
pray to be open to the other...

Create an effective atmosphere (use softer opening remarks)

3. Use Speaker/Listener and "repair" protocols in order to:

a) Clarify your perceptions/thoughts/feelings re: the event/issue by
TALKING

b) Better understand the other's perceptions/thoughts/feelings by
LISTENING/mirroring their thoughts/feelings back to them.

*Use "repair" language as you go along in order to stay connected to each other and the process in a healthy way.

*Use time out procedure if you are getting too flooded...

4. When you feel ready; ask if the other is ready to move on to brainstorming solution(s). If they are not, continue with Speaker/listener. Take a break or stop if necessary).

When ready...move to step #5. Use Speaker/listener only if necessary....

5. Brainstorming options/solutions (BE CREATIVE, generate more than one solution)...

6. Negotiate as needed:

7. Select the most reasonable solution

8. Decide/delegate action items (if any): who is doing what, etc. Be specific and concrete. Write down the agreement if necessary.

9. Check in with each other/calm/sooth yourself and the other...repair as needed; pray together if possible.

10. Set a time to FOLLOW UP later and evaluate if the solution is working!!
Decide how you will each remember to do this follow-up step.

Return to speaker/listener ANY TIME the process is de-railing....