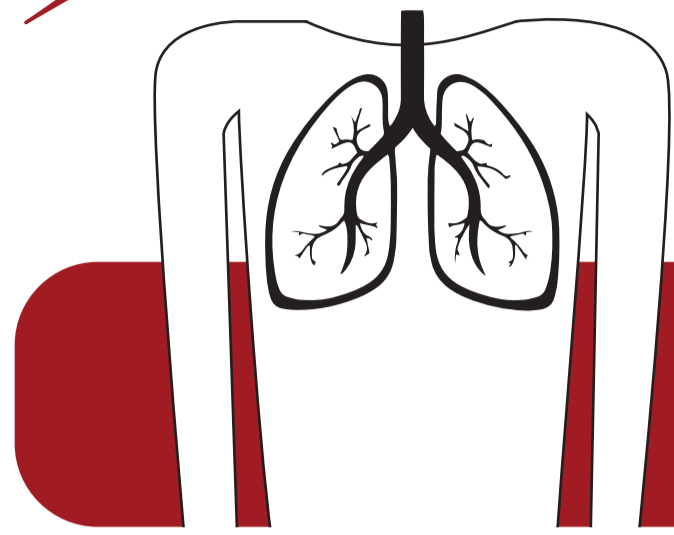


CONFLICT



RESOLUTION

For When Home Is A Battle Zone During COVID-19 Lockdown

Lockdown is an opportunity to do something differently. Everyone is 'stuck' together at home and this tends to put a spotlight on what is, and isn't, working within family dynamics and relationships. So, the time is now to create healthier connections.

HERE ARE SOME HELPFUL STRATEGIES

Use "I" statements

It's natural to begin discussions with "YOU." "YOU did that..." "YOU always...", "YOU are so..." - this is unproductive. **Start working on your "I" statements.**

I FEEL

.....
describe your feeling

WHEN YOU

.....
explain the situation

BECAUSE I THINK

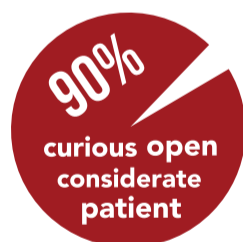
.....
thought that causes the feeling

and I WOULD LIKE

.....
request for positive action

Avoid the BLAME GAME

As soon as we finger-point, there's **no room for growth.** In conflict we can start to tunnel vision & massively prioritise our own perspective whilst minimising and dismissing the other person's experience and position.



Use the 90/10 RULE

When talking about difficult things, try putting **90% of your energy into being curious and open to learning about the other person's experience**, and 10% on voicing your own perspective.

DON'T ASSUME that the other person is experiencing things the same way you are!

Focus on getting an understanding of what is going on for them. Try using open-ended questions like "How are you coping with everything at the moment?" to help this process.

TAKE RESPONSIBILITY for your part in any conflict...

Try statements such as "I know I'm finding it really stressful being couped up, I'm sorry I got upset and walked out before".

FIND YOUR RESET BUTTON

Download a free evidence-based app like CALM, put headphones in and listen to your favourite music, give a friend a call to talk about something else.



FORGIVE people for how they may have contributed to the conflict. **Acknowledge** efforts being made to resolve it. If no progress, **intentionally park the conflict**, agree to differences of perspective & move forward.