

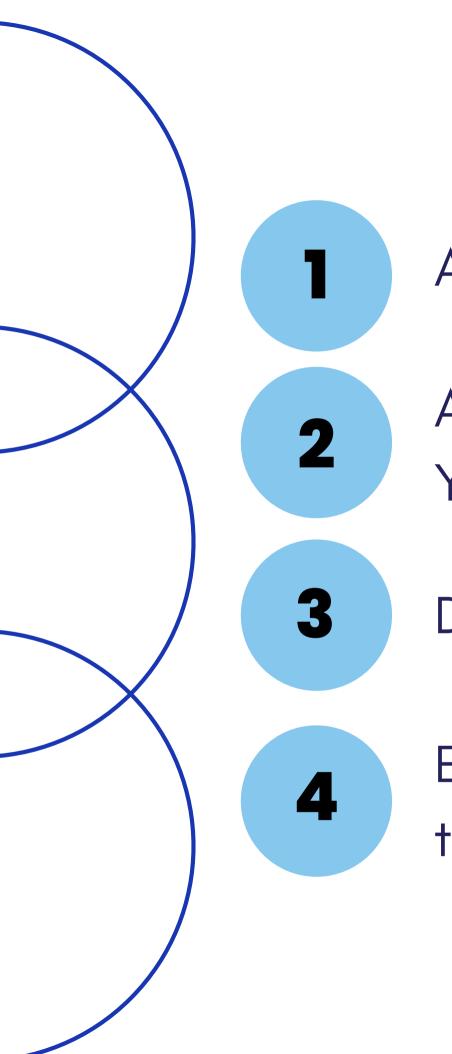
Strengthening the Family Fabric By Using Conflict Resolution Skills

May 24, 2023 Facilitators: Dr. Stephanie Kutzen and Dovid



Consider the following before family conflict discussion:

- Is this issue worth fighting over?
- Are we in a mindset to resolve conflict or just win an argument?
- Focus on separating the problem from the person.
- Apologies needed before beginning?



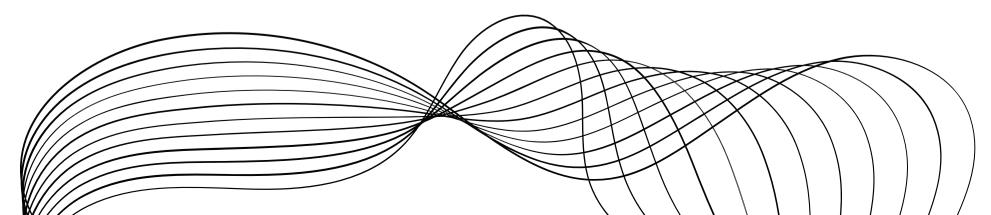
Apology Core Concepts-Steps for Conflict Repair

Acknowledge Offense — Understand Hurt You Caused

Apology May Include Very Brief Explanation of Event, Your Perception

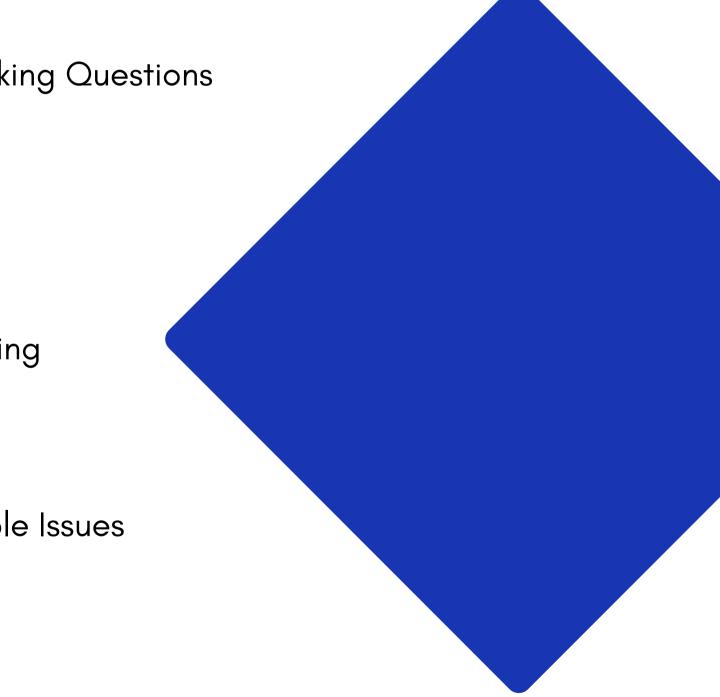
Don't Undermine Apology by Rationalizing, Minimizing Wound

Express Sincere Intent to Repair Situation-"I will really try hard to..."



Practical Conflict Skills: The Art of Exceptional Communication and Collaboration

- 1 Use Active Listening
- 2 Check Your Understanding of Them by Asking Questions
- 3 Define Problem Solving/ Stay on Topic
- 4 Use Calm, Clear Verbal, Facial, Gestures
- 5 Focus Attentively on What Others are Saying
- 6 Don't Interrupt; Allow All to Speak
- 7 Resist Bringing Up Unrelated, Unresolveable Issues
- 8 Find Points of Common Ground
- 9 Agree to Disagree Valued



Work As A Team

- Generate Multiple Solutions
- Check for Understanding Before Choosing Solution
- Collaborate to Agree on Next Steps
- If Agreed, Prepare a Clearly Written Contract
- Set Date to Review Solution Effectiveness
- Make Adjustments for Continuing Success

