



**The Hinda Institute**

# **Strengthening the Family Fabric By Using Conflict Resolution Skills**

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## **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



**1**

Acknowledge Offense → Understand Hurt You Caused

**2**

Apology May Include Very Brief Explanation of Event,  
Your Perception

**3**

Don't Undermine Apology by Rationalizing, Minimizing Wound

**4**

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, Unresolvable 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