

CONFLICT & CONFLICT RESOLUTION

- Conflict is natural but needs to be handled in a constructive way so that it doesn't damage or destroy the relationship.
- Conflict resolution skills are vital for maintaining intimate relationships.
- Let anger dissipate before attempting resolution. Do not suppress it, but express it constructively.
- Most sources of conflict have to do with everyday aspects.
- Conflict resolution requires trust in each other; establishing basic rules in arguments can help avoid destructive conflict (code words, etc.).
- Provide all the information not just selective points.

STEPS OF CONFLICT RESOLUTION

1. **Clarify the issue** - try to understand the other person's position fully by repeating what you've heard and asking questions
2. **Find out what each person wants** - ask the other person to express his or her desires, Clarify and summarize
3. **Identify various alternatives** - Find out what each person wants & identify various alternatives for getting each person what he or her wants. Brainstorm to generate a variety of options
4. **Decide how to negotiate** - work out some agreements or plans for change
5. **Solidify the agreements** - go over the plan to ensure that both you and your partner understand and agree to it
6. **Review and renegotiate** - decide on a time frame for trying out the new plan and make adjustments as needed

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