

• TIPS FOR MANAGING CONFLICTS

- Take a few slow breaths.
- Soothe yourself by saying to yourself something like *"I'm ok."* or *"This is hard."*
- Get in touch with your own feelings and needs.
"I'm feeling _____ because _____ really matters to me."
This will engage your frontal brain.
- Tune into what the other person might be feeling and needing as soon as you can.
- Instead of saying how you want the other to BE, and instead of saying what you want them NOT to do, say what action you'd like the other person to take. Be open to hearing *"no."*
- Instead of saying *"No,"* say what need of yours is preventing you from saying *"Yes."* *"Because it's important to me to keep to our budget ie be financially responsible, I'm not going to buy the iphone you're asking for today."*
- When upset, keep touching in to your feelings and needs in the moment rather than focusing on what's wrong with the other person or the situation.
- Stay connected to your breath.
- Remember that all words and actions, yours and the other person's, are strategies to meet universal human needs.
- Take a break and resume the conversation when there is some calm.