

Resolving Conflict Respectfully

Restructuring Frustrations into Behavior Change Requests

	<u>SENDER</u>	<u>RECEIVER</u>
<u>Initiation</u>	1. Ask for an appointment. "I need some time to express a frustration..." (or a code word)	2. Grant appointment as soon as possible. Set time and place.
<u>Preparation</u>	3. Identify the trigger to your anger and/or other feelings.	4. Prepare. Get safe and put aside defenses for understanding.
<u>Elaboration</u>	5. State your complaint about their speech or behavior, and your feelings about it <u>in one sentence</u> : "When you criticize me in front of the kids, I feel humiliated".	6. Mirror. "Did I get that?" "Tell me more."
	7. Continue to expand on your feelings.	8a. Mirror/paraphrase. 8b. Validate, 8c. Empathize. (No defending, explaining, minimizing, denying, blaming, or changing subject)
	9. (Optional) Connect it to your past/childhood hurt. "It reminds me of..."	10. Mirror/Paraphrase. Validate. Empathize.
<u>Transformation*</u>	11. Convert* (1) your frustration into a desire, in general terms. "I want you to listen to me."	12. Mirror.
	13. Now change* (2) your desire into 2-3 requests. Be specific, positive, and quantify if possible. Then state how that would help you and make you feel.	14. Mirror. Validate. Empathize.
	16. Acknowledge the gift; celebrate!	15. Choose one request that you'll "stretch" yourself to "gift" to your partner.
		17. Grant*(3) the request ASAP.