

Principle

1

anti-principle

Hear Attack

Ignore any additional information about a conflict and get stuck in an unproductive cycle of attack, defense and counterattack.

principle

Hear Information

Listen for what is behind the words by temporarily ignoring the how and what of the things being said and focus intently on why.

Attack

1. "What's the point? You never listen to me anyway."
2. "I hate you, Mom, you never let me do anything."
3. "Immigrants are sucking up all the jobs and draining the resources."

No attack:

1. "I have something really important to tell you. I want you to listen to me. "
2. "Mom, I need more autonomy in my life."
3. "I'm worried that with the current immigration policies it will be hard for me to find a job?"

Practice:

You're constantly undermining my authority with the kids. Just because you don't have the guts to follow through on setting limits doesn't mean the kids don't need them."

Restate the response

Principle

2

anti-principle

Attack

Create and support destructive patterns of communication:

*When you (evaluation of character),
I feel like (strategy)
because I need you to (evaluation/strategy)*

Would you be willing to (vague request)?

principle

Inform

Turn the conflict into an opportunity by changing the conversation. Rather than defending, state what is important to you.

*When I (the event) happened,
I felt (my feeling) because
(my need/interest) is really important to me.*

Would you be willing to (request a do-able action)?

Attack

1. "When you acted like your usual lazy self and didn't clean up **(an evaluation of character)**, I felt like grounding you for the rest of the year **(a strategy)** because I need you to stop acting like a spoiled brat **(a strategy and evaluation)**. Would you be willing to get together and grow up **(vague request)**?"

No attack:

1. "When I came home and saw the kitchen dirty **(a description of an event)**, I felt like angry and disappointed **(a feeling)** because it's important to me that we stick to our agreements **(a need)**. Would you be willing to go over the agreements with me again and talk about what we can do to make sure this doesn't continue to happen **(a do-able request)**?"

Practice:

Restate the response

Principle

3

anti-principle

Provoke Antagonistic Dialogue

Unwilling to give people the benefit of the doubt by speaking to a person's worst self.

principle

Provoke Useful Dialogue

While outside help can support conflict resolution, it ultimately depends on those involved for resolution. Assume that the other person is capable of a positive resolution.

Attack

1. "I don't want to talk about it because you'll just overreact again."
2. "Well, since you'll never follow through on an agreement anyway, I don't know what point there is to making one."
3. "You're such a control freak, it's impossible to collaborate with you."

Practice:

"I don't even try to bring things up anymore, because you're incapable of accepting feedback."

No attack:

1. "Let's figure out how to talk about this. It's really important to me"
2. "I want to make sure that whatever we agree on really makes sense to both of us, so that it will hold."
3. Let's talk about how we're collaborating on this project; it feels imbalanced to me."

Restate the response

Principle

4

anti-principle

Confuse needs, interests and strategies

An insistence on one particular path or strategy to meeting various needs or interests.

principle

Differentiate needs, interests and strategies

We all

have the same basic **needs**
have differing **interests** arising from those needs
choose different **strategies** to meet those needs and interests.

Strategies

- I am going to eat enchiladas.
- Gun ownership should be unrestricted.
- Gay marriage should be allowed.
- I want to start a reading club.
- I am apprenticing with an electrician.
- I am going to get a job as a teacher
- I am going to play games.

Interests

- I am hungry.
- I want to life in a safe neighborhood.
- I want to get married
- I want to be part of a group of friends.
- I want to receive a good education.
- I want fulfilling work.
- I want to have fun.

Needs

- Survival
- Safety
- Intimacy
- Community
- Autonomy
- Contribution
- Stimulation

Facilitate listening and speaking Part 1

anti principle

principle



Positive statement: _____
Take away: _____



Positive statement: _____
Statement to inform



Positive statement: _____
Take away: _____



Positive statement: _____

_____ ▶ _____

Write some of the things you do to meet your basic needs:

Survival

Safety

Intimacy

Community

Autonomy

Contribution

Stimulation
