


Communication & Conflict Resolution Skills

<p><u>Conflicts</u> & <u>Arguments</u></p>	<p>1st STEP</p> <p>T</p> <p>Call timeout when things get heated up:</p> <p>Remember to set alarm to come together again to sort out issues Agree on a mutual time. SLEEP ON IT...</p> 
<p>Negative Emotions</p> <ul style="list-style-type: none"> - Anger - Anxiety - Depression 	<p>Manage crisis (calm down). May need 5 minutes or 5hrs. Deep breathing exercises – Breathe in through nose, hold for 3 seconds, then breathe out slowly. Do this for 1 – 3 minutes and it will reverse the physical symptoms, such as rapid heart rate, nausea etc. Other options include; walks, bath, read, music, pedicure, facial, prayer, reflection, contemplation etc.</p>
	<p>2nd STEP</p> <p>Resolve crisis (3 main communication styles)</p>
	<p>a). Passive (chemicals) x - Run away (I lose / You win)</p>
	<p>b). Aggressive (dominate) x - Punch it out (I win / You lose)</p>
	<p>c). Assertive (balanced) √ - Talk it out (I win / You win)</p> <p>Share each perspective first. No discussion. JUST LISTEN 5 minutes each. Both have pen & paper to jot notes to ensure they don't interrupt each other. Go away for 1 hour or 1 day in prayer, meditation and reflection until both are ready to discuss and negotiate. SLEEP ON IT... Seek God's wisdom (James 1)</p>
<p>A) Identify the problems</p> <p>B) Explore the solutions</p>	<p>3rd STEP</p> <p>After 1 hour or 1 day thinking of what they said. Then: Discuss, negotiate and compromise</p>
	<p>Principles of Communication</p> <p>The principle is to “speak the truth <u>in love</u>” Eph 4:15, 26</p> <p>Proverbs 15:1 “A soft answer turns away wrath, but a harsh word stirs up anger”.</p> <p>Eph 4:26 - Be angry but don't sin (don't hurt yourself or others)</p> <ul style="list-style-type: none"> - Don't let sun go down on your anger (it develops bitterness & resentment and kills relationships) - Let's disagree – agreeably / Let's agree to disagree