

RESOLVING CONFLICT WITH FRIENDS AND FAMILY

TOOL 11

CHECKLIST FOR NEGOTIATIONS AND CONFLICTS WITH FRIENDS AND FAMILY

To establish the right conditions . . .

- Don't push
 - Pick the right moment
 - Share issues in advance of discussing them
- Start with a positive frame: describe the conversation as a way to make life even better
- Invent ground rules together
(see the examples on pages 130–31)

MOVES TO PROMOTE MORE EFFECTIVE PROBLEM SOLVING

- Separate interests from options
- Pause to reflect
- Generate a few options
- Let it marinate

MOVES TO UNCOVER HIDDEN ISSUES

- Listen and validate
- Anything else?
- Apologize first

MOVES TO HELP YOU SPEAK UP

- Seek social resources
- Define the crucible
- Complain without criticism
- Frame a shared problem and invite them to improve it

MOVES TO PREVENT (AND ESCAPE FROM) DOWNWARD SPIRALS

- Accept that conflict is normal
- Recast criticism as complaint
- Offer a genuine apology
- Acknowledge without agreeing
- Make repair moves*

* **Repair moves:** name your own feeling; ask for help calming down; use humor to release tension for both of you; problem-solve; create a shared complaint – us against the world