

## Conflict Resolution: Making Peace vs. Peace Keeping

### **1. Take a time out.**

The moment a conflict happens is rarely the time to engage each other. Take time to get your thoughts together and pray. When we are hurt or angry our automatic nervous system takes over and our thinking moves to the brain stem (fight or flight or freeze). With adrenaline surging through our bodies, if we engage now we will either escalate or withdraw. In order, to protect the relationship we need the self-control to take time.

### **2. The person that asks for a time out asks for a time in.**

Typically in any relationship there is one person that withdraws and one that escalates. The person that asks for time to think things through needs to ask for time to talk things out too. (I need some time to think this through, can we talk tonight.) Try to work things out as soon as possible (within 24 hours is best).

### **3. Discuss the conflict, misunderstanding or problem, each person should share their feelings.**

Do not rush this step. Use the Speaker Listener model. Speaker holds page/listener paraphrases one sentence at a time. (I feel... when you... because... so could you please...) Then the listener becomes the speaker and the speaker becomes the listener. Typically one person will want to withdraw from this type of interaction as soon as possible. They may need time to think about how they feel & come back later to discuss more. (For little ones: It bugs me when... I wish you would...)

### **4. Ask for Forgiveness.**

When you ask for forgiveness, be specific about how the person was hurt. (I am so sorry I \_\_\_\_\_ & hurt our friendship. Will you please forgive me?)

### **5. Give Forgiveness.**

Many times this step is skipped. It is important to be clear. (I forgive you.) This is the reset button. It allows everyone to start over. We all need forgiveness and second chances.

### **6. Keep this between the two of you as much as possible.**

# I Feel...

## WHEN YOU...

## Because...

so could you please...

The speaker and listener sit down. The speaker holds this page. The speaker uses this sentence to share feelings. The listener repeats what the speaker just said. Then when the speaker is done he/she hands the page to the listener and the listener becomes the speaker.