

Taking Control of Conflict

Directions: Read the dos and don'ts below. Put an "x" on the behaviors in the right-hand column that you practice which add fuel to the fire. Circle the behaviors in the left-hand column that you need to practice.

DO Defuse the Fire	DON'T Fuel the Fire
• Use self control	• Respond before you think
• Breathe	• Threaten
• Watch your tone	• Criticize
• Watch your body language	• Counterattack or Blame
• Use STP-A	• Defend
• Listen to the co-parent	• Use sarcasm
• Stay "child-focused"	• Stay "self-focused"
• Reflect what you heard	• Demand or Command
• Use "I" Statements	• Use "You" Statements
• Use the 3 W's	• Use words like "always" and "never"
• Use facts and observations	• Use judgments
• Stay present-focused	• Stay past-focused
• Address only one issue at a time	• Change subjects or distract
• If necessary ask to speak later and set a time	• Use the words "should" and "always"
• If necessary set limits	• Interrogate
• If necessary leave or hang up the phone (Announce that you are leaving, etc.)	• Psychoanalyze or analyze
• Use businesslike skills	• Use name-calling, labeling, or swearing
• Use 7 negotiating skills	• Ignore or withdraw
	• Focus on winning
• Empathize: Find something to agree or relate to	• Dominate the conversation

It's your choice... You decide