

# IRENE

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Family Learning to Address Domestic Violence

## Workshop #2 – Conflict Management

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Summary

# 01

## FAMILY CONFLICT

This topic covers:

- What is conflict?
- Family conflict triggers
- Activity #1

# CONFLICT

Conflict can arise in families when family members have different views or beliefs that clash, or when something happens that upsets the family balance.



# TYPES OF CONFLICT



## DIRECT

Experiencing a disagreement with family members that make us feel angry or upset can be very distressing.



## INDIRECT

Hearing and seeing conflict between family members can be just as distressing as being involved in it ourselves.



## AGGRESSIVE

Emotions are heightened during conflict, and anger can quickly turn to aggression. When conflict at home becomes violent, it's important to get help.

# COMMON CAUSES OF FAMILY CONFLICT

## BIRTH OF A CHILD

The birth of a new child can be stressful for both parents and for siblings

## CHILDREN GROWING UP

As children get older and want more independence, this can cause conflict between their parents and them

## SEPARATION OR DIVORCE

A major shift in the family dynamic can put a lot of stress on children and on couples as they adjust to the new normal

## MOVING HOUSE

Changing the family home can cause anxiety and stress as family members can struggle to adjust to the new space

## FINANCIAL CHALLENGES

Financial challenges can be very difficult for both parents and children as sacrifices have to be made to adjust

## COMMUTING TO WORK

Travelling long distances for work and spending a lot of time away from home can be difficult for parents and children

# ACTIVITY #1

## DIZZY DEBATES

- This is a **perspective exercise**.
- You will be split into teams and given an issue to debate.
- You will have 3 minutes to prove your point each.
- After you have both given your argument, you will work together for 6 minutes to come up with arguments for both sides.



# 02

## IDENTIFYING CONFLICT

This topic covers:

- Identifying conflict triggers
- Conflict triggers
- Activity #2



# IDENTIFYING CONFLICT TRIGGERS



**01**

## RECENT CHANGES?

Has anything changed recently that has shifted the family dynamic?

**02**

## LACK OF COMMUNICATION?

Is there open and honest communication between family members?

**03**

## HOUSEHOLD CHORES?

Is everybody doing their share of the household work?

**04**

## VALUE DIFFERENCES?

Is there a difference in values that has caused a breakdown of communication?

# CONFLICT TRIGGERS

Understanding what triggers conflict for you and other family members is very important because it helps **figure out what went wrong for next time** a conflict arises

Put into words what escalated the interaction for you. Use statements like:

***"I FELT EXCLUDED"***

***"I FELT FORGOTTEN"***

***"I FELT TRAPPED"***

***"I FELT UNCARED FOR"***

This helps others to **identify which behaviours to avoid** and avoids **accusatory or escalatory** language

# ACTIVITY #2

## HOT BUTTONS

- This is an **emotional intelligence** exercise.
- For the next 10 minutes, write down as many of you and your family's 'hot buttons' as possible.
- Think long and hard about what annoys you, and what annoys your family members.
- ***P.S. a hot button is an action or something else someone does that annoys you!***

HOW TO PUSH MY BUTTONS	HOW TO PUSH MY FAMILY'S BUTTONS

# 03

## CONFLICT MANAGEMENT

This topic covers:

- Conflict management styles
- Win-win management steps
- Mitigating future conflicts
- Activity #3

## MANAGING CONFLICT

All styles of conflict management  
have their time and place.

Conflict cannot always be  
resolved by an unknown third  
option that satisfies both parties.



This is why it is important to  
understand when to use each style...

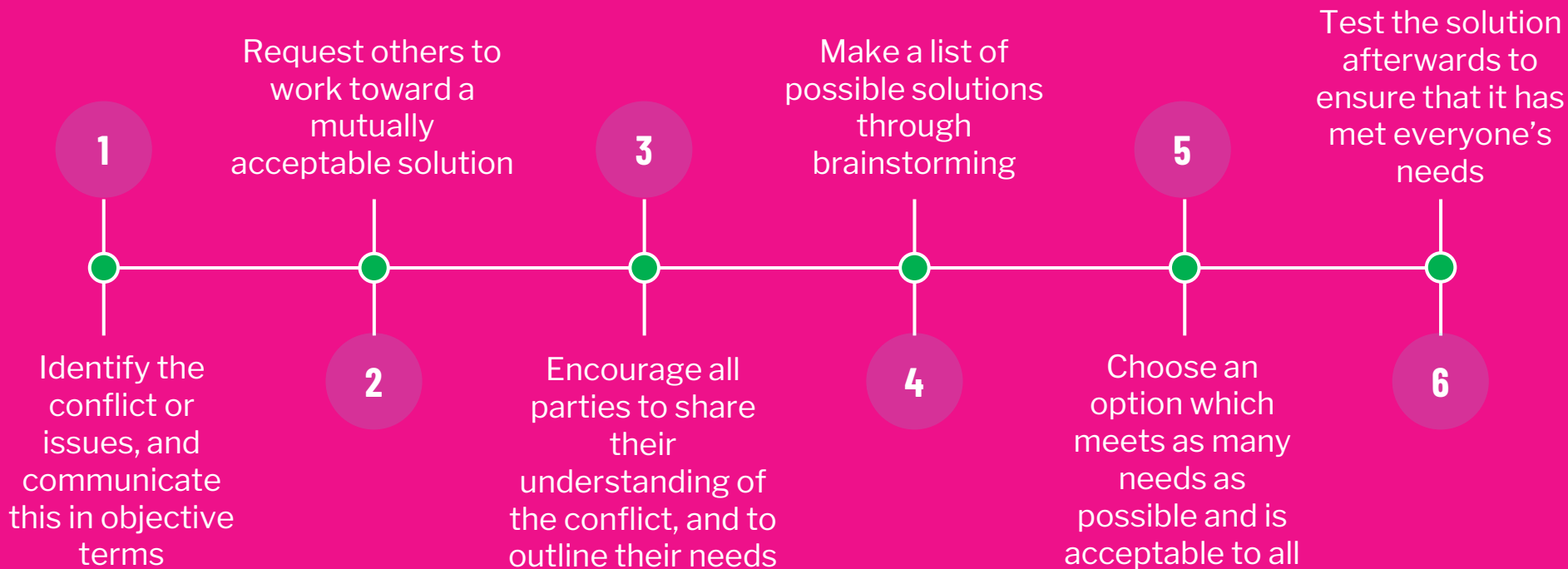
# CONFLICT MANAGEMENT STYLES



## 5 Conflict Management Styles:

- **Competing (win-lose)**: one party seeks to satisfy their interests regardless of impact on the other party
- **Collaborating (win-win)**: both parties win
- **Compromise**: both parties win and give up something
- **Avoiding (lose-lose)**: one or both parties seek to avoid the conflict
- **Accommodating (lose-win)**: one party lets the other win

# WIN-WIN MANAGEMENT: STEPS



# HOW TO MITIGATE FUTURE CONFLICT

## PROMOTE INDIVIDUALITY

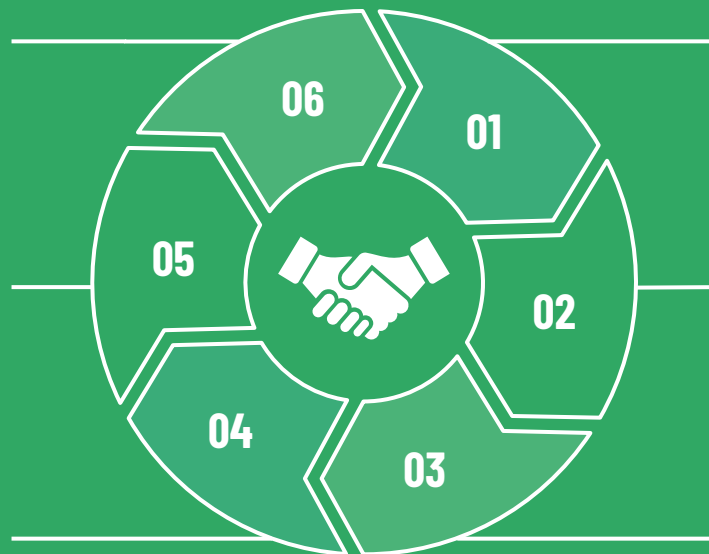
Allow everyone to express their opinion and their feelings so that everybody's needs get met

## RECOGNISE EMOTIONS

Recognise your emotions by using "I" statements, but do not let them control you

## CONCENTRATE ON FACTS

Try to concentrate on the facts of the conflict, rather than get influenced by your emotions



## EMOTIONAL REACTION

Make sure to keep your tone of voice, your body language and facial expressions calm as well

## CHANGE FOCUS

When a topic generates too much tension, change the focus of the attention for a few moments to allow everybody to calm down

## MAINTAIN VISION

Try to see the wider perspective, rather than get tunnel vision



# ACTIVITY #3

## EVERYBODY WINS

- This is a **negotiation exercise**.
- You will be split into groups of 4. One pair will be Team A and the other will be Team B. Each team will be given a handout which they must not show the others.
- You must come to a win-win solution to the scenario presented.
- You have 30 minutes to complete this exercise.



# CONCLUSIONS

## FAMILY CONFLICT

Conflict can arise for a variety of different reasons. Conflict can be big or small, and can cause long-term problems if not resolved

## MANAGEMENT STYLES

There are 5 different types of conflict management styles. While all are appropriate at different times, win-win solutions are the best

## CONFLICT TRIGGERS

Conflict can be triggered by different things. Identifying what triggers conflict in your family can help prevent future conflict

## WIN-WIN RESOLUTIONS

The most satisfactory solution in family conflicts is win-win which can be achieved by talking through the conflict

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