



IRENE

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Family Learning to Address Domestic Violence

Workshop #2 – Conflict Resolution

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Summary

# 01

## CONFLICT RESOLUTION

In this topic, you will learn:

- Resolution techniques
- Tips for resolving conflict
- Activity #1

## CONFLICT RESOLUTION

Learning how to resolve conflicts, large or small, will help you get along better with your family members, and teaches healthy conflict resolution skills to children



# RESOLUTION TECHNIQUES

## USE "I" STATEMENTS

Avoid accusatory language

## WHAT YOU CAN CONTROL

You cannot control everything

## UNDERSTAND HOW CONFLICT AFFECTS FAMILY

Be mindful of other family members



## TRY REACHING OUT

Do not isolate yourself

## LET THE ANGER SUBSIDE

Calm down first & avoid sarcasm

## UNDERSTAND OTHER PERSPECTIVES

Everybody should be able to express themselves

# RESOLVE YOUR CONFLICTS

FLISS is a technique you can use to remember the steps for resolving conflict

## FLISS

Focus on the problem  
Listen to others  
I statements  
Step-back when needed  
Solution must be fair

# ACTIVITY #1

## CONFLICT CHECKLIST

- This is a resolution activity.
- Split into groups of 4.
- For the next 15 minutes you are going to create your own conflict resolution checklist that you can introduce into your family.
- Try to include at least 10 tips!

### Conflict Resolution Checklist!

- Control negative feelings
- Identify your concerns
- Use “I” statements
- Avoid sarcasm
- Listen and respond sensitivity
- Everybody gets a say
- Understand the view of others
- Be open minded
- Create solution as a family
- Everybody wins!

**Example!**

# 02

## “I” STATEMENTS

In this topic, you will learn:

- About “I” statements
- How to use them
- Activity #2



# “YOU”

Family conflict can be triggered by *escalatory and accusatory language* that makes the other person defensive about their actions.

Statements such as “*You make me angry when...*” can cause the other person to become defensive and stressed.

This is where “I” statements come in...

# "I" STATEMENTS



## WHY?

When a person feels like they are being blamed for something, it is easy to get defensive



## HOW?

"I" statements are a simple way of reducing feelings of blame as it takes responsibility for a person's own feelings



## WHEN?

When limits and requests are expressed with genuine care, the other person feels more invited and involved than controlled or coerced

# "I" STATEMENT TABLE

**Example!**

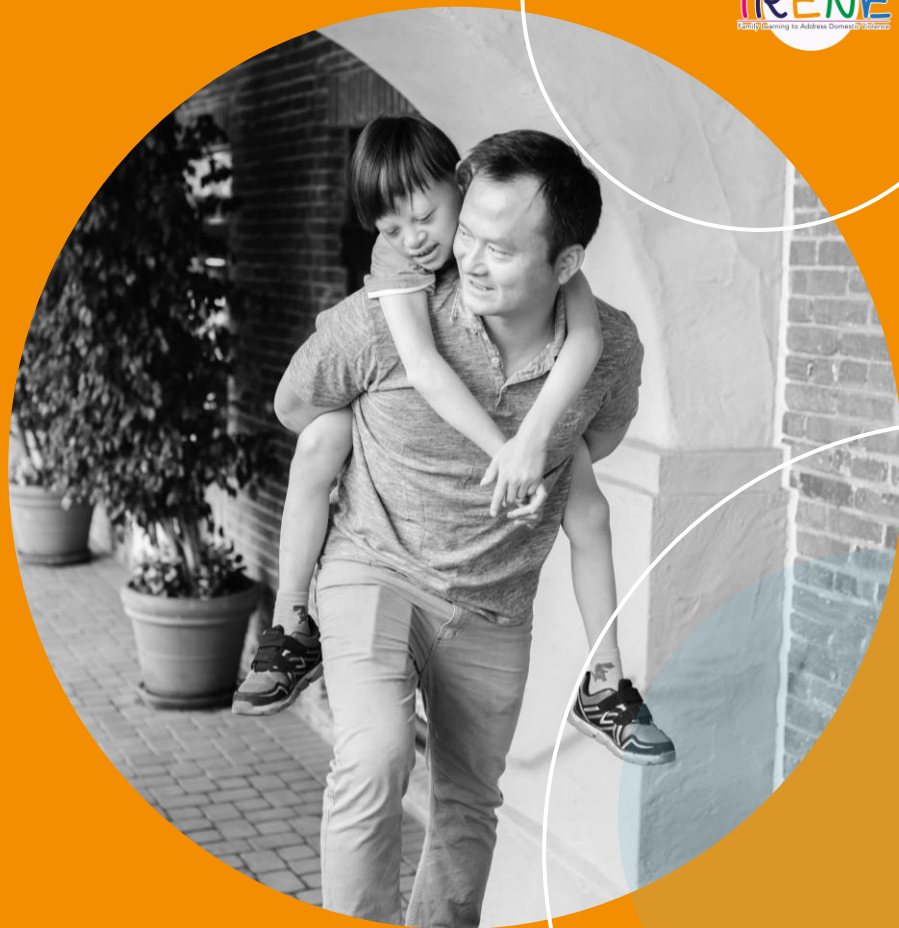
<b>I FEEL</b>	
<b>WHEN YOU</b>	
<b>BECAUSE</b>	
<b>WOULD YOU PLEASE</b>	

<b>I FEEL</b>	Disappointed and upset
<b>WHEN YOU</b>	Don't do your chores
<b>BECAUSE</b>	I need help around the house
<b>WOULD YOU PLEASE</b>	Help me by doing your chores when you get home from school?

# ACTIVITY #2

## SHIFTING PERSPECTIVES

- This is a perspective activity
- You will be provided with a handout with various scenarios. In your pairs, try to formulate responses to the following scenarios, only using “I” statements.
- Try to avoid using “you” as much as possible.
- You have 20 minutes.



# 03

## MEDIATING CONFLICT

In this topic, you will learn:

- What is mediation
- How to mediate conflict in the family
- Activity #3

# CONFLICT MEDIATION

**Mediation is a form of conflict resolution that involves a third party**

- Mediation can be helpful when two members of the family are fighting
- Mediating conflict means helping the parties come to an agreed solution
- Mediation can involve an independent third party, or another member of the family not involved in the conflict
- Mediation is very beneficial as it gives both parties the chance to feel like they are being heard and helps preserve relationships



# MEDIATION STEPS



## 1 Encourage the right mentality

Think about everyone's perspective, reflect on how it affects other family members, and look for the underlying issue

## 2 Have a healthy discussion

Establish ground rules for the discussion, make sure everybody has a chance to speak their mind, and summarise what is said to make sure everybody understands

## 3 Find a way to move forward

Work on healing the relationship, strive for forgiveness, and make sure both members agree to the mediated decision

# ACTIVITY #3

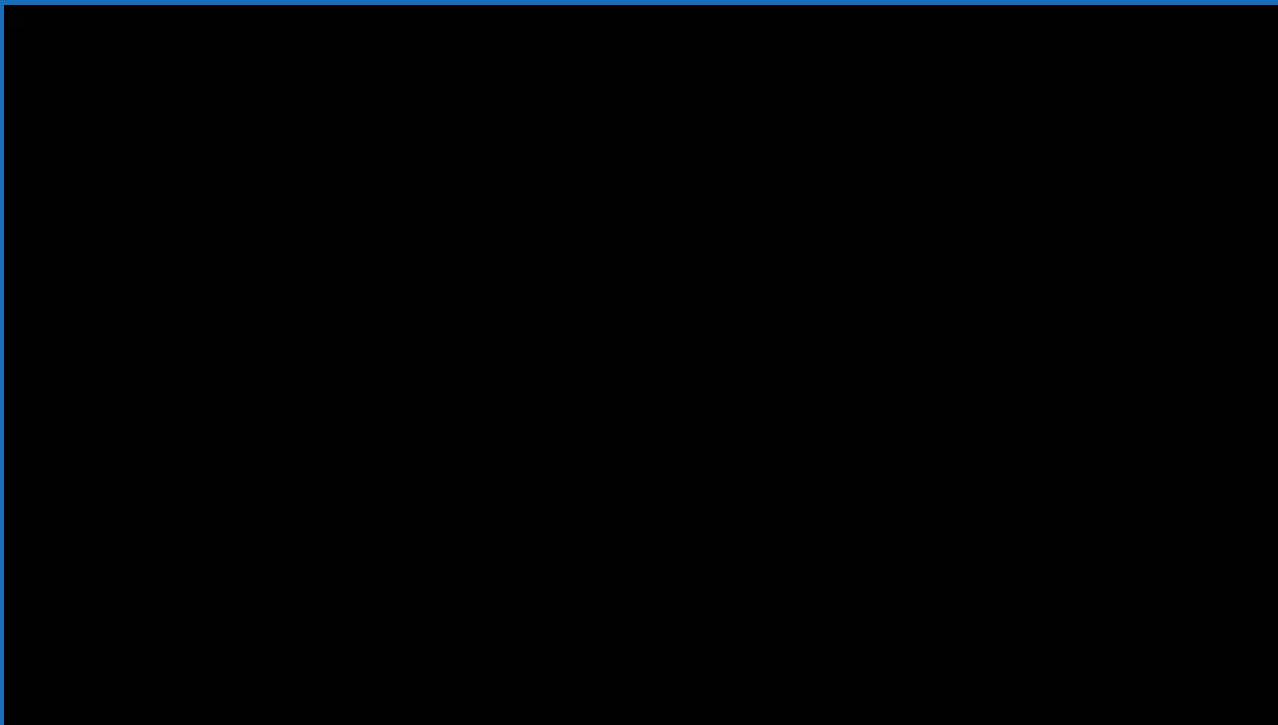
## MAKE-BELIEVE MEDIATIONS

- You will be split into groups of 3.
- You are going to be shown a clip from a film showing a conflict.
- One person will be assigned mediator, and the others will play the part of family members.
- It's your job to try and solve the conflict.
- Every 10 minutes you will be shown a new video, and the role of mediator will swap.





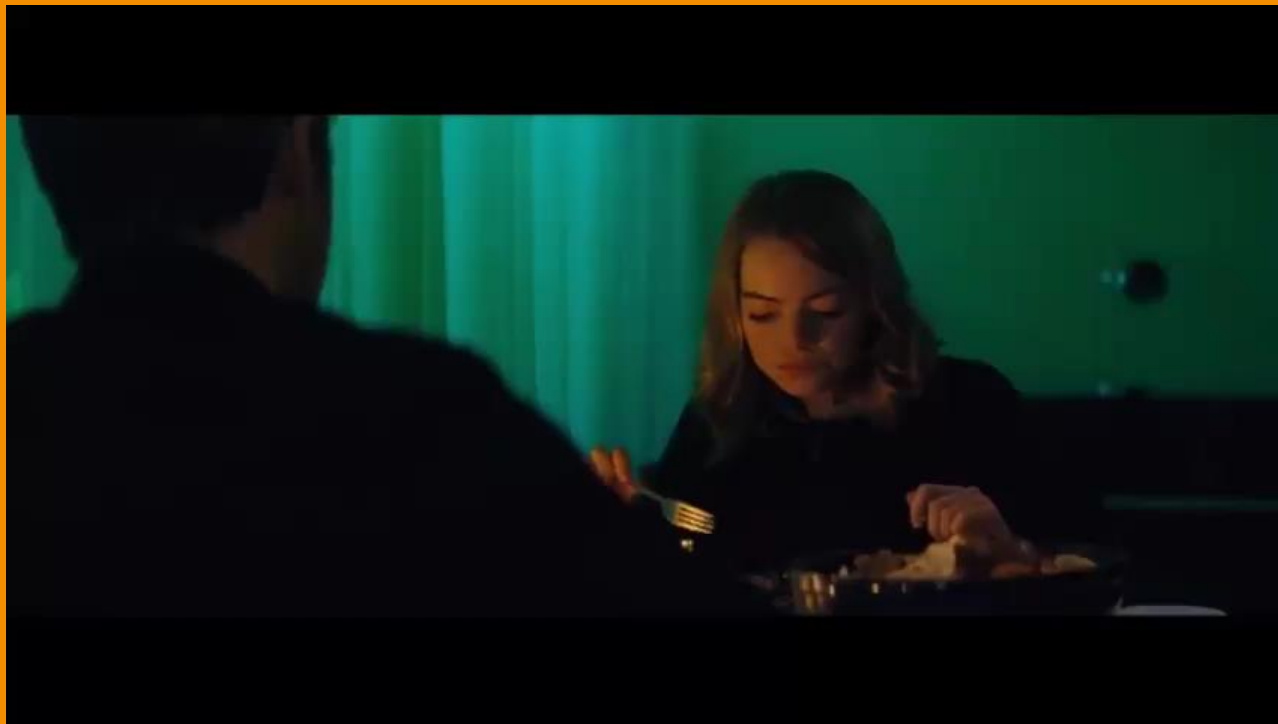
# VIDEO #1



## VIDEO #2



# VIDEO #3





**“REAL RELATIONSHIPS  
TAKE TIME, ENERGY,  
AND DAILY CARE AND  
FEEDING”**

*- Susan Scott*

# CONCLUSIONS

## RESOLUTION

Remaining calm, empathising with others, and promoting healthy communication are all great first steps

## STOP THE BLAME GAME

Making sure that other members do not get defensive can be done by using “I” statements

## MEDIATION

Mediation can be very helpful as it ensures that everybody is heard and a solution is reached

## HEALTHY RELATIONSHIPS

Resolving conflicts and promoting open communication help build healthy family relationships

# IRENE

Family Learning to Address Domestic Violence

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GRUPPOCOOPERATIVO

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