

## COMMUNICATION:

### Techniques

- Eye contact and other non-verbal tools
- Don't make assumptions
- Turn off distractions
- Focus on what the person is saying rather than what you will say in return
- Put down the defenses
- Its okay to say you don't know or that you need to think about it.
- Timing
- Restating what you heard the other person say
- Taking time to talk
- Listening
- When you're not understood, use examples
- Respect for each others opinion
- Provide a safe place for self expression
- Don't rush to fix it
- Be honest
- Be assertive and not aggressive
  - Asking for what you want
  - Expressing your feelings

## How to Resolve Conflict

The value of conflict: Expressing one's disappointment or disagreement is essential to developing an intimate and growth producing relationship. Ignoring conflict is like ignoring the oil light that comes on in your car. If ignored the engine or your marriage can be destroyed.

- Don't ignore conflict.
- The art of collaboration. The win/win situation.
- Be willing to compromise.
- Caring for each other rather than getting your way.
- Stick to the point: The broken record.
- Take a break when anger clouds your thoughts.
- No name-calling.
- Be rested.
- Make sure you have enough time to finish the discussion.
- Be willing to admit you are wrong.
- Stay respectful.
- Allow different opinions. You don't need your partner to agree with you to prove you are right.
- Don't bring up the past.
- Be assertive but not aggressive.
- You don't always get what you want
- Use 2 steps: Step 1: Listen and understand. Step 2: Explain yourself
- Watch the non verbal communication
- Don't expect your partner to read your mind
- Have the attitude that if it is important to your spouse then it's important. Even if you don't agree or understand.