



# *Turning Conflict into Connection*

WITH DEBORAH MOREHEAD, M.S., MFT

## CONFLICT TO CONNECTION CHEAT SHEET

*It's You & Me Against the Problem!*

WWW.DEBORAHMOREHEAD.COM • DEBORAH@DEBORAHMOREHEAD.COM • 626.831.4721 • P.O. BOX 194 • LA CANADA, CA 91012

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# CONFLICT TO CONNECTION CHEAT SHEET

**I. Ask Permission** —The person bringing the issue up asks permission if this is a good time to talk, or schedules a future time for the conversation. *It is You & Me Against the Problem!*

## II. The Dialogue

### Speaking Role — BE CLEAR

<b>State the topic</b>	<b>State what you want from the conversation</b> I need you to hear & acknowledge me I hope you will be able to acknowledge your actions I want us to problem solve around the issue I need reassurance I hope for an apology
<b>I statement</b> I felt <b>X</b> When you <b>Y</b> (factual) because (clarify)	<b>Acknowledge and Appreciate</b> Anything the Listener is/has done positively around the issue
<b>Explanation</b> Describe your perception Explain your intent Explain your understanding of the situation Explain your thoughts	<b>Short Concise Chunks &amp; No, accusing, defining, blaming</b> (no <b>you</b> statements)
<b>Thank &amp; acknowledge listener for areas of agreement, apologies, or taking responsibility</b>	

### Listening Role — BE CURIOUS

<b>Paraphrase</b> What I understand you say is... Let me summarize, you feel... because... From your perception, you think... and feel... You are feeling... because... Did I get what you are saying? Did I get it? What else do you want to make sure I know?	<b>Ask clarifying questions as needed</b> Around feelings Around their experiences Ask if the feeling/experience reminds them of something from their past Help me to understand...
<b>Empathy</b> I would feel this way too if... I imagine you might feel... Is that right? It makes sense to me that you would feel... From your perspective your feelings make sense to me I would probably feel the same way if I were in you I see your tears/anger and see how much this upsets you	<b>As appropriate apologize &amp; take responsibility</b>
<b>Validation and Agreement</b> It makes sense to me that... I agree with your experience... (facts, perceptions, feelings) You make sense to me because (share logic of speaker) I can see where you are coming from	

Stay on one topic, one issue or incident. Even make it into small chunks of one incident. The person speaking is responsible to communicate directly. The person listening is responsible to come to a full understanding  
**SWITCH ROLES** ONLY once the speaker feels fully understood on that topic/issue.

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**III. Problem Solve** —Once both people experience understanding move on to problem solving. Some issues may not require problem solving.

Both people need to be the speaker and listener in the problem solving stage (switch roles)

Speaker	Listener
<b>Behavior request</b> What I request/need/want of you is...	I <b>am/am not</b> willing/able to do...
If you forget or are unable to do... I will...	Give alternative solution
Set a future date and time to evaluate the effectiveness of the solution	

If the speaker is unable to identify a specific behavior request or the listener is not willing or able to do behavior request a deeper conflict resolution process can occur to address the issue.

## Deeper Conflict Resolution Process

Both parties brain storm a list of several (7 – 10) different ways to resolve the issue

Together identify the solution chosen

Set a future date and time to evaluate the effectiveness of the solution

## FEELINGS LIST

<p><b>Angry</b> furious enraged infuriated irate hostile rebellious aggravated exasperated frustrated mad upset peevd agitated resentful ticked off bitter provoked irritated annoyed disturbed impatient cross bothered grumpy grouchy</p>	<p><b>Sad</b> miserable hopeless defeated despair dismayed devastated desperate discontent dejected grieved discouraged despondent depressed crushed pessimistic heartbroken heavy mournful dissatisfied downhearted tired exhausted bummed out unhappy sorrowful sullen lousy bad discouraged beaten negative gloomy down</p>	<p><b>Afraid</b> terrified paralyzed panicked panicky frightened dread overwhelmed immobile scared afraid disturbed alarmed agitated anxious suspicious threatened fearful tense troubled alarmed defensive concerned suspicious worried guarded uptight nervous uncomfortable apprehensive insecure distressed shaky uneasy</p>	<p><b>Confused</b> disillusioned baffled distrustful perplexed blindsided bewildered confounded disoriented lost indecisive awkward uncomfortable unsure doubtful hesitant</p> <p><b>indifferent</b> dull weary reserved cold uncaring apathetic detached disconnected disdain</p>	<p><b>Hurt</b> crushed offended deprived rejected abandoned betrayed foolish tricked devastated injured wronged humiliated invaded slighted belittled judged controlled manipulated bullied victimized embarrassed exposed ashamed mortified insulted miffed appalled bulldozed</p>	<p><b>Helpless</b> useless vulnerable incapable incompetent incapacitated trapped inferior empty paralyzed powerless weak</p> <p><b>lonely</b> alone deserted cutoff abandoned forlorn</p> <p><b>jealous</b> envious</p> <p><b>traumatized</b> shocked mortified injured damaged</p>
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