



Turning Conflict into Connection

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CURIOSITY TRAIL

Use Empathy & Decode Feelings

(it seems you might be feeling XXX)

Make Statements to repair or help

(I see your point, there is some truth to what you are saying)

Clarify your understanding for accuracy

(so if I understand you are saying...Is that correct?)

Paraphrase, Summarize, Reflect

Be Clear & Concise

Your Responses should be "I" Statements

(I feel xx when you do xx because it affects me xx and I need/want xx)

Make statements that show you want to solve the issue

(I know we will be able to solve this.)

Caring Accepting Non-Judgemental Tone of Voice

Check Body Language & Facial Expressions

Be Respectful

Remain CURIOUS Use Open Ended Questions and Statements

(Help me understand what you mean by this. Help me understand what you are/were thinking. How did that make you feel? Then what happened? What else is going through your mind about this? Help me to understand, how did this all start? What do you think is happening for you that has triggered this?)

Remember IT IS YOU AND ME AGAINST THE PROBLEM

Self-Check Through Out



Take a Time Out (go to the Bathroom)



Take Responsibility for your own stuff