

CONFLICT BLUEPRINT

STEP 1: LISTENING & VALIDATION

No one can engage in persuasion until both of you can state your partner's position to your partner's satisfaction. Slow down. Take turns as:

Speaker:

- No Blaming, no "you" statements.
- Talk about your feelings.
- Use only "I" statements about a specific situation.
- State **positive** need. Within every complaint, there is a longing and a recipe.

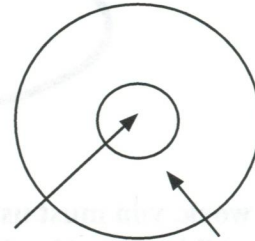
Listener:

- Postpone your own agenda. Hear and repeat the content of the speaker's needs and perspective (the story).
- Hear speaker's feelings (name emotions, feel them).
- **Validate** speaker by completing the sentence, "It makes sense to me that you would feel that way and have these needs, because..."
- OK to ask questions.

FLOODED?

Take a break, self-soothe.

STEP 2: COMPROMISE & PROBLEM-SOLVING



Core needs

Areas of flexibility

This is where persuasion belongs. To feel safe, first identify your core need and help your partner understand why it is core. Then compromise on areas of flexibility.

STEP 3: DREAMS WITHIN CONFLICT

Gridlock and perpetual problems: What is the meaning behind each person's position? Honor one another's dreams. The goal here is Dialogue, understanding, and the acceptance of enduring personality differences.

STEP 4: THE AFTERMATH OF REGRETTABLE INCIDENTS

Process the incident. Don't get back into it. There are two valid realities. Understand and validate your partner's reality.

Rapoport's assumption of similarity.

When you identify a negative quality in your partner, try to see that very quality in yourself. When you identify a positive quality in yourself, try to see that very quality in your partner.