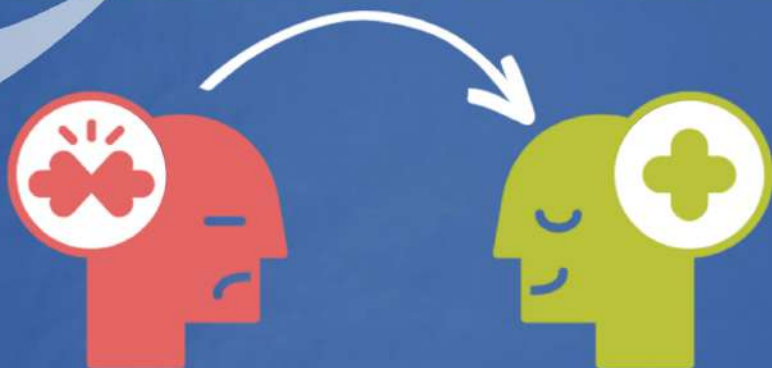


How to
deal with

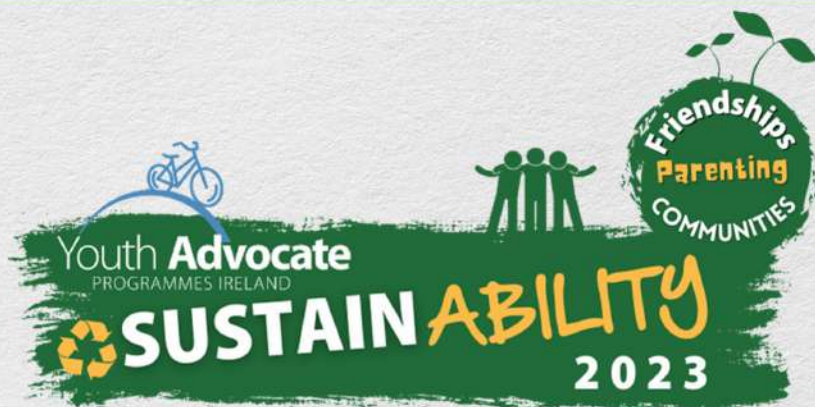
CONFLICT



A resource booklet of sustainable relationship advice

Created by

GAP Dublin Southside Parents Group



Change your own behaviour to make a difference in how conflicts resolve



Control YOUR Emotion

Stay Calm

Be aware of body language, including facial expressions

Keep your tone of voice non threatening

Don't mimic the other persons 'bad behavior'

Don't point fingers

Don't sneer

Don't roll your eyes

Don't grit teeth

Don't clench fists

No name calling

Respect personal space

THE

FIGHT



FLIGHT

FREEZE



response is the brains natural reaction to **conflict**.

It reduces our capacity to think rationally. **Calm yourself** by counting, breathing consciously or flicking an elastic band on your wrist & the **red mist** will clear.



Don't try to 'win' at all costs

If you think the other person is using aggressive behaviour use a low neutral voice to ask them to stop eg. "Please stop shouting" They probably don't even realise they are doing it!

Use "I" statements eg.

I feel really frustrated when this happens;

I can't cope when you do this;

I need space to calm down or

I need to understand why

Avoid saying "you make me do...or you are driving me mad... or it's your fault etc

Give the other person the chance to give their side and ACTIVELY LISTEN!

This means, don't interrupt them, make eye contact, nod or say "yes I understand" to show you are actually hearing them.

When they finish speaking repeat some of the things they've said and ask if you've taken it the right way or ask them to clarify if you are confused.



Choose Your Battles- arguments tend to escalate and become about past issues. So if you are annoyed over something small ask yourself is it worth risking this turning into a big row or is it best to leave it and wait till you've calmed down.

Be aware of the other persons reactions, are they scared, angry, worried or confused. Be aware of yourself, it could be your behaviour that is causing this to escalate so stop what you are doing and apologise for making them feel this way eg. "I'm sorry if I'm upsetting you I didn't mean to frighten you, I just get agitated when this happens."



Try these solutions



Write it down first

Sometimes it can clarify things if you write it down.

What is the problem, be honest about how you feel and also suggest how can it be resolved and ask if they have any ideas on how to fix things. But don't send it when you are still angry or upset. Read over it again when calm and make changes if you have to so it's non threatening or non accusatory.



Don't let things build up

Letting things fester makes things worse and more explosive when it comes out. So instead of being reactive to things be proactive.

If something is bothering you, before you get frustrated ask the person to sit down and calmly explain how you are feeling and what's wrong and what you need them to do to help.

Don't just say "Because I said so"

People need reasons and explanations for decisions that affect them so offer them at the same time as giving an instruction or decision.

Eg. 'I haven't time to do x, y and z because of'
'can you do it instead?'
'could you bring the dog for a walk because I have a headache?'
'I get grumpy when I don't sleep and I can't sleep when you aren't home'
'I worry about you so can you please be home by 10 o'clock?'
'I worry when you don't answer your phone.'



'What happened to my lovely child?'

Think you are the only one conflicting with your Teenager?

YOU ARE NOT ALONE!

Most common causes of conflict between adults and teenagers:

Recognize any of these?

Using electricity / Hot water



Mobile phone / Gaming

Boyfriend / Girlfriend / Bad influence friends



Religion

Noise / Music

Hairstyle / Clothes

School/ Grades



Sex / Bad language / Smoking

Body piercing/ Tattoos

Remember they are growing up, it's in their nature to rebel, be independent and navigate life's challenges on their own.

(hormones, biology and all that stuff.)

YOU WERE YOUNG ONCE TOO!

Do's and Don'ts



Be non-judgemental - not everyone shares your beliefs and that goes for your child too. Give them the chance to express their own opinions, they are entitled to them!

NO ONE likes being told what to do or have advice shoved down their throat so try to give them the tools to solve their problems themselves or at least let them be involved in decisions that affect them.



Share your own experience with them if its relevant but acknowledge that you are different people and different things work for different people.

Don't lecture them, pick the right time and place to talk, while driving or doing another activity where eye contact isn't going to freak them out or you aren't interrupting something important to them.
(Believe it or not getting to a save point on a video game or finishing watching that tik tok is important in that moment)



Do explain to them concern is because you want them to be safe not because you are trying to control their life.

Don't try and fill the silence, sometimes it's the space they need to think about what you've said/asked.



Understand possible consequences

Be aware of what could happen as a result of how you approach conflict but also help your child understand what might happen as a result of their behaviour.

Offer Choices not Ultimatums

Find a variety of alternative solutions or means of discipline and let them choose which they prefer. This way they still have a measure of control but are still responsible for their actions.

Don't threaten and not follow through

While teens will push boundaries it's still important to have boundaries in place, if you don't or don't actually do what you warned would happen then they learn to push harder.

Don't minimise emotions

Listen for their emotions & validate them. Never tell them they shouldn't feel the way they do. Say something like "I get that you're (frustrated...angry...worried etc) but we can work it out together and then stop talking to let them process this. Also be honest and open with how you feel too without blaming them but rather the situation.

Notice the Good Stuff

Praise them for the little things they are doing right or for the progress they are making. There are always positives if you look hard enough.



CONFLICT

- 1 IS PART OF EVERYDAY LIFE
- 2 HAPPENS TO EVERYONE
- 3 ISN'T ALWAYS NEGATIVE
- 4 CAN BE SOLVED
- 5 CAN ESCALATE IF NOT RESOLVED

&
REMEMBER!

If all else fails seek professional advice, free or affordable mediation is available

'Personal Relationships are the fertile soil from which all advancement, all success, all achievement grows.'

-Ben Stein

Youth Advocate

PROGRAMMES IRELAND

Don't let things build up



Be non-judgemental

Notice the Good Stuff



Choose your battles