

EMPOWER

Building Resilience to Address Domestic Violence

2.2 Conflict Management and Resolution in Families



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Learning Outcomes

By completing this session, you will:

- Gain knowledge about conflict resolution techniques.
- Gain knowledge into using 'I' and not 'You' messages when resolving conflict.
- Practice using 'I' and 'You' messages and examine how each makes you feel.



Conflict Resolution Techniques

Forcing

Pushing your opinion on others.

Collaborating

Helping others to find a win-win solution.

Compromising

Accepting the situation to appease both parties

Withdrawing

Avoiding the conflict by walking away from it.

Smoothing

Accommodating the needs of others before satisfying your own needs.

Adapted from:
<https://www.hrpersonality.com/resources/conflict-management-techniques>



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Activity 1

Engage in a role play that enables you to manage conflict in your family.

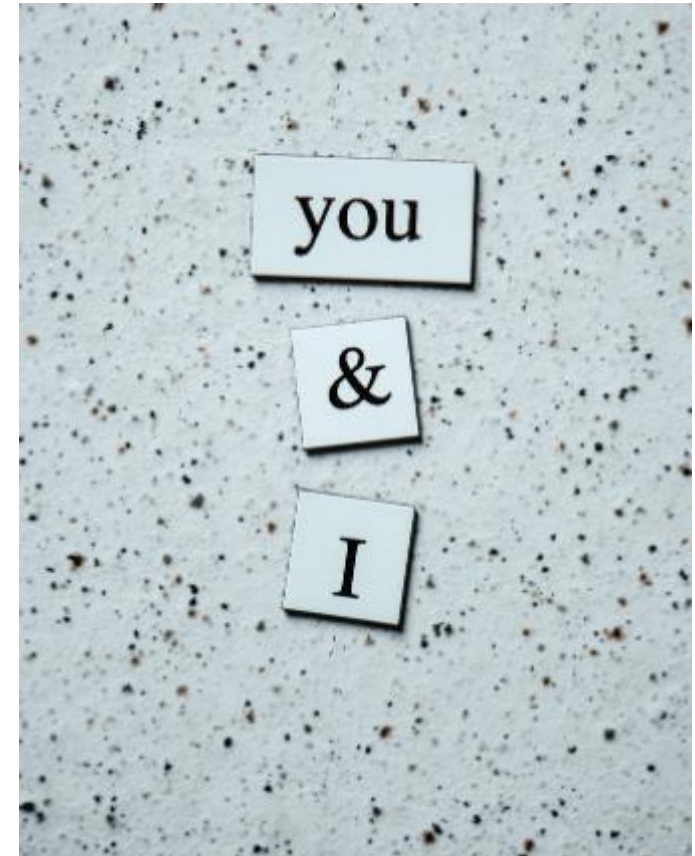
- Firstly, use 'You' messages to convey your point of view.
- Then, use 'I' messages to convey the same point of view.





You & I Messages

- “I” messages:
 - Describe the problem.
 - Discuss the effect.
 - Explains the feelings associated with the problem.
 - Offers a solution to the problem.
- “You” messages:
 - Start with an accusation.
 - Use escalatory language.
 - Suggests blame.
 - Encourages denial



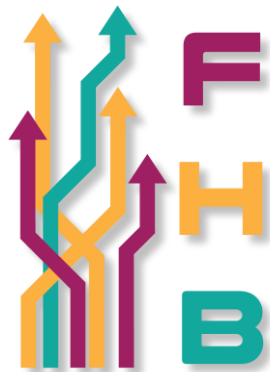
Role Play

- Engage in a role play that enables you to manage conflict in your family.
 - Firstly, use 'You' messages to convey your point of view.
 - Then, use 'I' messages to convey the same point of view.



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