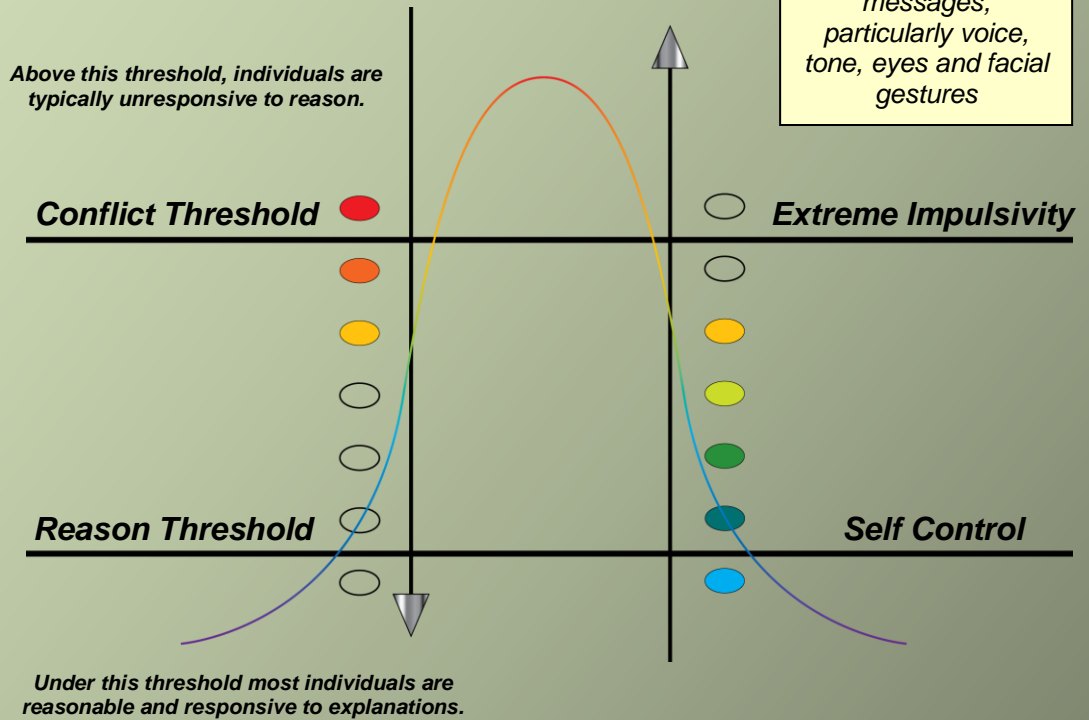


# Visual Conflict Resolution Model

## Practical Guide for Conflict Resolution

As you listen, be aware of your internal feeling state. Observe your nonverbal messages, particularly voice, tone, eyes and facial gestures

Not all behaviors that increase tension or stress in personal relationships are negative or unhealthy. Sometimes setting necessary limits, taking care of oneself, and being gently assertive can be upsetting to others. When we need to increase interpersonal tension, it is helpful to do it with care and tact. Be prepared to respond to the other with understanding even though you believe they are being un-reasonable. While we are increasing stress intentionally, it is important to correspondingly work at bringing tension downward. Keep in mind that we are not logical machines, but humans with emotions and feelings.



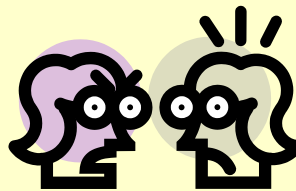
### Behaviors that may increase conflict or interpersonal tension:

- Setting limits
- Assertiveness
- Honest feedback
- Insults and name calling
- Defensiveness and judgment
- Crossing boundaries
- Yelling and physical aggression
- Demanding and controlling
- Withholding acknowledgment
- Excluding and rejecting

### Behaviors that are likely to reduce conflict and lessen tension:

- Compliments and reassurance
- Empathetic understanding
- Gentle appropriate eye contact
- Responsiveness to requests
- Lower voice volume and tone
- Assertiveness as opposed to aggressiveness.
- Expressing and valuing the other

## Responding VS. Reacting



What in the world are you talking about?