



## Less Conflict, More Solutions

Work together with your child to find solutions to conflict, which will strengthen your relationship.

### Understand the Relationship Between Conflict and Communication

- 90% of conflicts are related to miscommunications.
- Positive communication skills can stop conflict before it starts.
- Be aware of your tone and word choice during conflict.

### Use Active and Reflective Listening to Enhance Communication

#### *Active Listening*

- Make eye contact.
- Resist the urge to interrupt.
- Refrain from making assumptions or judgments.
- Focus on the words being said.

#### *Reflective Listening*

- Actively listen.
- Rephrase what you believe you've heard.
- Get confirmation that you are both/all on the same page..

### Use Emotion Coaching During Conflict Between Siblings

- Make community agreements.
- Give each person a "mic" to express feelings.
- Practice active and reflective listening.
- Decide on a way to make amends as a team.
- Check in later and repair as necessary.

### Use Compassionate Practices to Resolve Conflict Between Teens and Adults

1. *Understand "Misbehavior"*
  - a. Is it to make a connection?
  - b. Does it express an unmet need?
  - c. Does it show that adult expectations don't match the child's skill set?
2. *Ask the Young Person What They Need to Be Successful*
  - a. Connections: Make a date, perhaps using a visual reminder
  - b. Unmet need: Teach them ways to meet their own needs
  - c. Expectation and Skill Mismatch: Help them gain the needed skills and tools to complete a task
3. *Repair*
  - a. Apologize for tone, volume, or word choice
  - b. Validate or reconfirm feelings
  - c. Let it go—Make a plan for intentional connection time

*Consistently modeling, verbalizing thought processes, and scaffolding assistance with conflict resolution helps youth learn how to solve conflicts on their own.*

