



MANAGING THE MOMENTS

A Safe Community Coalition Initiative

TIPS FOR HEALTHY CONFLICT

1. Chose a time when you will not be distracted/interrupted.
2. Use “when you _____, I feel _____” statements.
3. Actively listen: “What I heard you say is _____. Is that right?”
4. Use neutral statements: “Everyone is feeling hurt and angry.”
5. Empathize with feelings.
6. Offer compromise.
7. Maintain a calm tone.
8. Be non-judgmental.
9. Show a willingness to collaborate or compromise.
10. Treat others with respect.
11. Don’t hear “attack” hear “information.” Don’t personalize.
12. Resist urge to attack.
13. Acknowledge emotions.
14. Avoid making suggestions.
15. Develop curiosity.
16. Take a time out if things get too heated and try again at another time.

The main goals of de-escalation are to:

1. Interrupt the escalation
2. Restore safety and composure
3. Re-establish communication, with boundaries
4. Promote understanding and a team approach

When to call foul, take a break, and reconvene when both parties are calm and can discuss things with mutual respect:

- Hitting below the belt - zeroing in on a person’s insecurities or vulnerabilities
- Stonewalling - walking away or silent treatment
- Bringing up past mistakes or unrelated issues to deflect or distract
- Focusing on being right or winning over working through the issue
- Hashing things out via text
- Aggressive or avoidant body language or cursing
- “I’m Done,” “I’m Leaving,” or “I Can’t Take This Anymore”
- Ultimatums - don't present it unless you are truly ready to act on it
- Insults - never acceptable
- Criticism
- Always or Never
- Sarcasm



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TIPS FOR FAIR FIGHTING

1. No name calling - Would you say that to someone you respected or loved?
2. Attack the problem not the person.
3. Don't generalize - Avoid "You Always" and "You Never"
4. No cursing - Think before you speak.
5. No interrupting - Actively listen.
6. Find the real emotion beneath the anger.
7. No sarcasm - Stay non-judgmental.
8. No walking out with "I'm done" - take a time out instead.
9. No intimidation or threats - physical or emotional
10. No mind reading - Don't assume, ask!
11. No blaming or shaming.
12. No defensiveness.