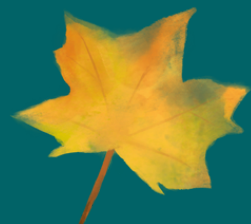
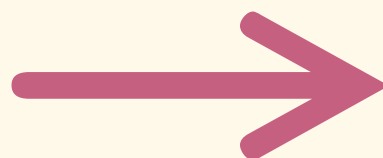
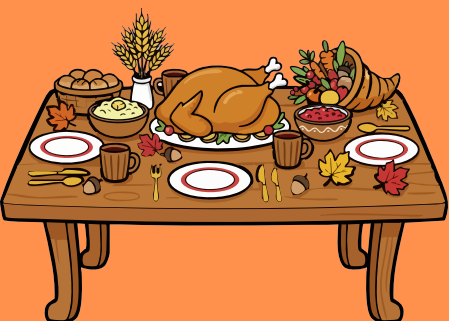


WILLIAM & MARY
CONFLICT RESOLUTION & EDUCATION

NAVIGATING FAMILY CONFLICT



*Check out our tips for
the holiday season*



#1. TAKE STOCK

Decide in advance how you want to engage with family on topics that could be difficult.

Take inventory of your preparedness to have good conflict this holiday season, and plan accordingly!



#2. EXPRESS CARE

When resolving conflict, remember to express how much the relationship matters to you.

Affirm the safety of the relationship while communicating why the issue matters to you.



#3. SHARE IMPACT

One way to initiate good conflict is to use an "I statement" to share how someone's actions have impacted you.

Name the specific action, share a true emotion word for how you felt, and tell why you felt that way.

#4. CLARIFY INTENT

If we don't ask what someone meant by a certain behavior, we can only guess.

Opening up the conversation for the other person to share their intent is a powerful tool to have good conflict.



#5. FOCUS ON THE PROBLEM

Think of a way to frame issues that doesn't ostracize the other person, but creates a shared problem that they can (and want) to help solve.

This creates space for everyone to contribute!

