

Conflict Resolution Reminders

1. SLOW DOWN
2. LISTEN
3. ACKNOWLEDGE FEELINGS
4. LOOK AT CONFLICTS AS PROBLEMS-
NOT AS A WIN/LOSE SITUATION
5. AVOID 'YOU' MESSAGES
6. SEEK HELP/TEAM MEETING
7. ADMIT MISTAKES

3 General Principles for Dealing with Resistance

Mitchell, C. W. (2005). *Effective Techniques Dealing with Highly Resistant Clients*. Johnson City, Tennessee: Clifton W. Mitchell.

- #1 Maintain an Attitude of Naïve Puzzlement
(You are from another planet/Act like Columbo)
- #2 Never Label Parents with Terms That Imply Resistance

For example: "You are not listening."

Better Response: "At that point in time, you seemed to ...be hearing other options."

- #3 Frame All Desires in the Positive

For example: "Give me an idea what the problems you are having with the school" Once you have an idea of the issue, then you move forward in a positive perspective. Also for future conversations "be positive" and avoid bringing up the "not's"

Additional Reading:

Evans, P. (2002). *Controlling People: How to Recognize Understand, and Deal with People Who Try to Control You*. Avon, Massachusetts: Adams Media Corporation.