

# Managing Family Conflicts

Presented by your  
CIGNA Employee Assistance Program



# Seminar Goals

- Identify the reasons for family conflict
- Identify your personal conflict style
- Know the ten rules of a fair fight
- Learn specific techniques for resolving conflicts with your children and with your partner
- Know the benefits of your Employee Assistance Program



# Understanding the Reasons for Family Conflict

- Shared resources
- Personal differences
- Overstepping, or “shrugging off,” roles
- Selfishness
- Fuzzy family rules



# Identifying Your Personal Conflict Style

Are you usually a...

- Forcer
- Accommodator
- Avoider
- Compromiser
- Collaborator



# Guidelines for Conflict Resolution

- Practice active listening
- Use “I statements,” not “you statements”
- Pay attention to your body language, or nonverbal communication
- Adopt a two-winner bargaining strategy
- Follow the rules for fighting fair



# Rules for Fair Fighting

- Plan a good time to discuss the issue
- Don't interrupt
- Avoid sarcasm, name-calling, and hitting below the emotional beltline
- Don't store up anger until you explode
- Focus on one issue at a time

*(continued)*



# Rules for Fair Fighting (cont.)

- Agree to table an issue until later if emotions run too high
- Break complex problems into small pieces
- Focus on defeating the problem, not the person
- Avoid mind-reading
- Be willing to compromise



# Tips For Two-Parent Parenting

- Respect your differences
- Support one another
- Brainstorm solutions together
- Meet each other halfway
- Keep things in perspective
- Give the deciding vote to the parent who's more involved



# Things to Consider if disagreeing in Front of Kids

- The sensitivity of the issue
- The child's age and maturity
- Your intensity level and self-control
- Your child's reaction



# Techniques for Resolving Conflicts Between Your Children

- Hold them both accountable for finding a solution, or...
- Separate the kids, or ...
- Offer your help to find a solution



# Techniques for Resolving Conflicts with your Partner

- Remember: one “zinger” will erase 20 acts of kindness
- Realize it's not conflict and anger that ruin a relationship
- Little changes in *you* can mean big changes in your partner
- When fighting, remember *emotional control, timing, and body language*
- Put especially heated complaints into writing



# Phrases to Avoid in Conflict

***Consider these phrases “off-limits” in heated discussions:***

- “You make me feel...”
- “Everyone thinks/feels/sees you as...”
- “You always/you never...”
- “You ought to...”
- “Why don’t you ever...”
- “Why can’t you...”



# Benefits of the EAP

- Face to Face Sessions
- Confidential
- Prepaid
- Unlimited Telephonic consultation
- Available 24 hours a day, 7 days a week
- Household benefit
- Work/Life Support such as eldercare, childcare and pet care.
- Financial Services
- Legal Services

