

## CONFLICT MANAGEMENT RESOURCES AND CONTACTS

Child Welfare South Africa  
In all major cities in SA  
childwelfare.org.za  
Tel 011-2356481

FAMSA  
famlife@iafrica.com  
Tel 0117884784

Vroue Versorging in Aksie

051-44786321

Lewens Verryking Seminare  
012-5421708



Happy balanced parents produce  
happy balanced children



## CHILD & FAMILY WELFARE SOCIETY BETHLEHEM

PO Box 708  
BETHLEHEM  
9700

Phone: 058-3034701  
Fax : 058-3033486  
Email: ksorgbhm@xsinet.co.za  
Web : www.bcfw.org.za

*Life is too short for this!*



*When your only **tool** is a **hammer**,  
every problem looks like a **nail**.*

**POSITIVE CONFLICT  
MANAGEMENT WILL GIVE  
YOU THE RIGHT TOOLS FOR  
THE JOB**

**Understanding Conflict  
and applying  
Conflict Management**

# 5 TOOLS to handle conflict POSITIVELY

## 1. Listen carefully

Being an attentive listener lets your partner know that his or her thoughts and feelings are important to you. Moreover, good listening encourages partners "to open up and be willing to share." The secret, is not just to "hear" what your partner is saying, but to be truly "present," having a heartfelt desire to understand what is being said and listening without being judgmental or interfering. Hear your partner out.



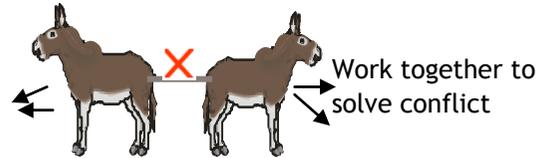
## 2. Fight Fairly

Since disagreements and arguments are inevitable, what's important is not whether you fight, but how you fight. When disagreements surface, keep them short, and focus on the issue at hand. "After 10 minutes, it gets nasty and repetitive." Also, keep boundaries on the subject matter. Don't dredge up issues from last week or last month.



## 3. It is not a competition

Never try to win the "fight". Be prepared to compromise and to change. Remember to treat your partner with the same kindness, respect, and appreciation as you would a close friend.



Don't allow yourselves to be rude or disrespectful.

Forget about giving each other the silent treatment, it resolves nothing. Speak in a soft voice and never shout at each other.



## 4. Put yourself in your partner's place

By putting yourself in your partner's shoes by getting into his skin, you will be able to view the cause of the conflict from another perspective.

By changing roles, you will get the opportunity to understand your partner and yourself better and to accommodate change more easily.



? Only if you crawl into my shell, you will know how to act as a tortoise

## 5. Atonement

After a conflict situation both partners should repeat to each other what the cause was and how it was resolved. This will prevent any future misunderstanding.

Start over slowly, be friendly, be courteous and considerate, rebuild trust and friendship. Learn to communicate your loving energy through touch and romance.

Spend more time together by taking small 30-minute holidays such as drinking coffee at a restaurant at least once a week.

Share, share, share thoughts, expenses, feelings! Keep those communicative channels open.



Never go to bed angry, always try to resolve conflict as soon as possible.