



Communication & Conflict Cheat Sheet

		
1.	Practice Assertive Communication & “I” Statements I Feel....I Wish....I Need....	NO Aggressive Communication or “YOU” Statements (Blaming)
2.	Practice Empathy by using Active Listening / Non-Violent Communication (NVC) Reflect back CONTENT, FEELING, & NEED of partner’s message before responding	Don’t Argue, Justify, Defend, React, or jump into “Fix-it” mode
3.	Give full attention & eye contact	NO phone, TV, earphones, book, etc
4.	Focus on partner’s good qualities; praise, compliment and affirm	Don’t focus on partner’s weaknesses: judge, criticize, belittle, name-call
5.	Be specific	Don’t generalize (always / never)
6.	Focus on the issue	Don’t focus on the person
7.	Be direct	Don’t triangulate
8.	Seek a win-win solution	Don’t assume a winner / loser
9.	Stay in the present moment	Don’t drag up the past
10.	Take your partner’s concern seriously	Don’t ignore, dismiss, stonewall
11.	Practice keeping a kind sense of humor and perspective	
12.	Remember the 10 Steps to Conflict Resolution Process	
13.	Practice emotional self-regulation using: (1) breathing tool (3 deep breaths) & (2) time-out if you need a break (but don’t don’t drop the issue - make sure to reschedule the conversation)	Don’t pour gasoline (fuel) to a small spark