

FAMILY CONFLICT

Keeping the Peace

Presented by your
Cigna Employee Assistance Program



SEMINAR GOALS



- Identify sources of family conflict
- Understand how family roles and styles impact conflict
- Review twelve rules for fighting fairly
- Discover strategies for addressing conflicts within the family
- Learn the benefits of your employee assistance program (EAP)

WHAT IS FAMILY?

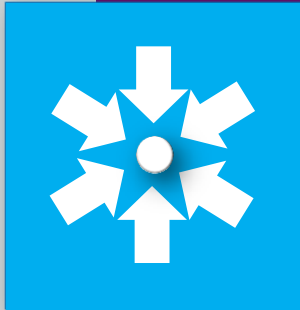
Everyone's picture
looks a little different



Families come in all shapes
and sizes, but they all experience
conflict from time to time.

Cigna[®]

THE FAMILY DYNAMIC



Factors that influence conflict in families

- “Ancient” history
- Background events
- Roles
- Competing demands
- No opting out



Personal conflict resolution styles

Are you usually a...

Controller

Accommodator

Avoider

Compromiser

Collaborator



12 tips for fighting fairly

1. Resist storing up anger to the point of explosion
2. Plan a good time to discuss the issue
3. Listen and don't interrupt
4. Use "I" statements, not "you" statements
5. Avoid sarcasm, name-calling and sensitive topics
6. Watch your tone and body language
7. Consider one issue at a time
8. Break complex problems into small pieces
9. Focus on defeating the problem, not the person
10. Don't be a mind-reader
11. Strive for a two-winner bargaining strategy
12. Agree to table an issue until later if emotions run too high

DON'T GO THERE



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

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

If a family member becomes aggressive or violent or you get physical in an argument, you may need outside help. Call 911 in crisis situations. Your EAP is also available 24/7 to offer help and resources.

CONFLICT RESOLUTION FOR PARENTS



Work as a team

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

CONFLICT RESOLUTION FOR YOUNG SIBLINGS

Match technique to situation

- Hold them both accountable for finding a solution, or
- Separate the kids, or
- Work on a solution together



CONFLICT RESOLUTION WITH A PARTNER



Be aware of emotional impact

- 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
- Mind your tone, emotional control, timing, and body language
- Put especially heated complaints into writing
- Avoid holding a grudge

CONFLICT RESOLUTION WITH EXTENDED FAMILY



Dealing with family gatherings

- Resolve the conflict
- Let it go
- Set differences aside
- Create new family rituals
- Take a breather

“Happiness is having a large, loving, caring, close-knit family... in another city.”

-George Burns

**“CONFLICT IS
INEVITABLE,
COMBAT IS
OPTIONAL.”**

-Max Lucado



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

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