**DIGI SCHOOL 2020-1-SK01-KA226-SCH-094350**

**Relationship conflict**

**Ways of conflict “non-solving “**

* **Escape** – characterizes an escape from a situation, when a person thinks it could cause some inconveniences. This alternative can be used in common, not exacerbated situations.
* **Resignation** – occurs usually when two tempting situations happen at the same time and the individual has to choose one.
* **Denial -** belongs to the non-productive form of behaviour, it relies on avoiding the conflict without having any evidence. People usually use denial when they lack sufficient number of convincing arguments to justify their opinion.
* **Shifting** – is a certain form of choosing an alternative aim. It is a subjective shift towards a person who had nothing to do with the situation. The feeling of guilt is projected from one person to the other.
* **Suppression** - one of the most common mental strategies against a conflict, can cause neurological conditions.
* **Compensation** – presents a conflict solution through such a compromise that enables needs satisfaction by balancing out certain deficiencies. The substituting activity is frequently on a lower level than the desired one.
* **Rationalisation** – rational subjective excuse of one’s own objectively wrong attitudes. Its aim is keeping of one´s self-worth. In these types of situations, we tell ourselves: „ I will prove that I am right by logically excusing my behaviour. “

**Ways of conflict solving**

**1. Self-promoting oriented communication:**

* **The „old vinyl “technique** – is an assertive communication technique by which we persistently and calmly (without the increase of uncertainty, aggression, anger, anxiety, etc.) repeat what we want to achieve, without a need of prepared arguments or feeling of anger.
* **Free information technique** – is an assertive communication technique that teaches us to recognize those elements in conversation that are interesting and important for our partner and at the same time which offer free unsolicited information about us (so that the partner could reflect upon it in a conversation)
* **Self-opening technique** - is an assertive communication technique, that enables the opening of social communication and reduces possible manipulation. Its principle is open and clear (not ambiguous) expressing of personal thoughts, feelings, motives, preferences, and evaluations.
* **Question initiation technique** – we initiate questions in appropriate way, we try to get more information on how the other feels and why are we in conflict.

**2. Consensus oriented communication:**

* **Open door technique** – or assertive agreement, is one of the methods of assertive criticism management. The assumption is the acceptance of any, even partially true criticism without the attempt of denying it, defending against it or paying it back (on the contrary, rejection of consent in case the statement is humiliating or is of crucial importance)
* **Negative assertion technique** - is an assertive communication technique, that enables open admittance of one´s own mistakes and errors, with the acceptance of one´s own fallibility without consequent never-ending feelings of guilt and apologising or anger.
* **Negative questioning technique** - is an assertive communication technique, that enables closer specification of criticism, or converts general criticism to more specific through questioning by which we don´t react to criticism defensively, with vengeance or denial.
* **Compromises technique** - is an assertive communication technique, where the aim, in case of an interest conflict, is reaching a consensus.

**„I” statement -**  is the foundation of good assertive communication. The principle of this method is expressing of motives and feelings. The feedback to certain behaviour or communication can be positive or negative.

1. Name the feeling (what can be easily done with the help of these formulae):

* I feel…it bothers me…I feel unpleasant about…it angers me…I am sad… I am mad about...

1. Describe specific behaviour of the other person (your objection will be supported with a specific example from the past):

* When you did …when I…when it…

1. Describe how their behaviour affects you (can but also doesn´t have to trigger compassion)

* Because it causes me... because then…because I have to…because of that…

1. Suggest a solution (criticism is not enough!!!)*:*

* I would be glad if... it would be fine if you could…I kindly ask you to…

I would like you to…I suggest that we…