**Theme of the Week:** Dealing with Conflicts at Home

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| ***Dealing with Conflicts at Home***During a time when everyone is having to stay at home together for prolonged periods of time, some tensions and disagreements are bound to arise between family members. This guidance offers some tips for dealing with these conflicts in a more helpful way. |
| **For Social workers/ key workers** | **For Parents, Young People and Children** |
| * When used correctly, a few conflict resolution skills can make a huge difference to the quality of a relationship. The skills opposite do take practice, so it will be important to support the families you work with to use them.
* This video <https://www.youtube.com/watch?v=jpYDTpQxq50> provides more information about how to argue safely in a relationship, without the argument getting out of control.
* If and when conflicts arise between yourselves and the families you work with, take a moment to think about what needs might underly the things people say. Often anger can camouflage other important needs, thoughts and feelings. See

<https://www.therapistaid.com/worksheets/anger-iceberg.pdf> and <https://www.therapistaid.com/therapy-worksheet/anger-iceberg> for some initial ideas about what these needs might be.* Remember that these skills are for everyone and can be very useful when dealing with conflicts within the workplace. This is especially important during this difficult time when everyone is under a huge amount of pressure.
 | * **Focus on the problem, not the person.** Be careful to talk about the problem itself, rather than insults directed at the other person. If the argument becomes personal, then you should pause the conversation and take time to calm down before returning to the discussion.
* **Use reflective listening.** Once the other person has made their point, try repeating it back to them in your own words. This allows you to make sure you have fully understood what they have said and shows the other person that you are truly listening to them.
* **Use “I” statements.** When making your own point, try to begin your sentences with “I”. For example, “I feel hurt when you swear at me like that”. This shows that you are talking about your feelings, rather than blaming the other person for their actions, which can make people feel defensive.
* **Know when to take a time-out**. If an argument is getting too heated, then it is okay to take a break. This doesn’t mean that the other person has “won” the argument and gives you both time to think about what it is that you want to say.
* **Work toward a resolution**. There are always going to be some things that people disagree about. Rather than continuing to argue, it might be better to find a compromise that is acceptable to both individuals. Ask yourself if this disagreement really matters in the grand scheme and let yourself move on if it doesn’t.
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| **GroupPracticing wellbeing:*** **Positive Emotion:** Ask your child what their favourite day was last week, and then ask them to explain what they did, and why that day was their favourite.
* **Engagement:** As a family, each think about what your favourite exercises (e.g. skipping) and show off these skills to each other.
* **Relationships:** If an argument has happened, take the time to show them that you still care about the other person by making their favourite dinner.
* **Meaning:** Try to talk as a family about the things that you might want to be the same or different about your lives once the lock-down is over.
* **Accomplishments**: Decide together on 1 or 2 things that you want to do during the school holidays and make a plan to do them.
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