

FIGHTING NICE- *Because our relationship matters*

PROBLEM SOLVING APPROACH

1. NAME or describe the problem?
2. What does this upset tell me about what is important to me? (My VALUES)
3. What are the FACTS? (things everyone would agree on)
4. What is FICTION? (my assumptions, interpretations)
5. What are my CHOICES?

MEANING MAKING

1. What did I LOSE from this experience?
2. What did I GAIN?
3. What did I LEARN? (What is the action item that I will do differently next time as a result of what I learned)

COMMUNICATION TOOLS

I MESSAGE

- When you (describe a specific situation)
- I Feel (feeling word)
- Because ... (explain your point of view)
- And in the future ... (ask for what you want or state how you will respond if it happens again, or how you want them to respond in the future or do differently)

REFLECT & WONDER

- I am noticing that.... (describe what you are noticing. Ie. You seem really upset, that is your 4th drink today).
- I wonder if/ how ... (ie. You would like me to support you? If we should try talking again later?)

PARAPHRASE

- It sounds like you feel ... because...
- Guess at the emotion behind what the other person shared and restate the problem in your own words.
- Can ask people "what did you hear me say?" or "I just want to make sure we are on the same page, what did you understand or take away from what I just said?"

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Use language of FIT

- In relationships it is easier not to get defensive when our framework is about finding better fits vs someone is doing something wrong or not enough.
- It is about finding ways to be more in sync and better able to meet each other's needs in the ways the other person can receive.

ADJUSTED STEP APPROACH

I resent ...

Because ...

This impacts my... (tick all that apply)

- Self esteem (how I see myself) ...
- Pride (how I think other people see me) ...
- Personal relationships
- Sexual relationships
- Ambitions
- Safety / security

My part is ...

- Was I dishonest? If so, how?
- Was I selfish? If so, how?
- Was I pushing my own agenda? If so, what was it?
- If I zoom out, what do I think was going on for the other person? What was the context for them?
- If I zoom out, what was going on for me? What was my context? (ie. Stressors etc)
- Is it reasonable to expect myself or the other people to behave differently given their circumstances and/ or life experience? Is someone to blame?
- Was anyone wronged?
- What is the fear behind the resentment?

END with MEANING MAKING (icing on the cake)

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