

**“I” MESSAGES**

**&**

**CONFLICT**

**RESOLUTION**

# What are “I” Messages?

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**NOPE!**

- “I” Messages are a helpful way of communicating how you feel and why you feel that way without losing control of your emotions.
- They allow you to resolve conflicts without others feeling blamed or attacked.
- They do take time and practice to use effectively.
- There are 4 parts of an “I” Message....

# Parts of an “I” Message

- **I feel...** (Identify the Feeling)
- **When you...** (Describe the behavior)
- **Because...** (How the behavior affects you)
- **What I need...** (Action/behavior you need instead)

# Examples of “I” Messages

- I feel frustrated when you interrupt me because I’m trying to talk. What I need is for you to listen.
- I feel worried when you don’t call home because I don’t know where you are. What I need is for you to call if you’re going to be late.

# Examples of “I” Messages

- I feel happy when you share your emotions because then I know how you're really feeling. What I need is for you to do that more often.
- I feel upset when you copy my homework because it took me a long time. What I need is for you to do your own work.

# Conflict Resolution

- A conflict is a disagreement, argument or misunderstanding.
- There are 3 types of Conflict Styles or Behaviors:
  1. Avoidance
  2. Confrontation
  3. Problem Solving



# Avoidance

- **This style tries to avoid the problem all together rather than face it.**
  - **Changing the subject**
  - **“Giving in” to avoid confrontation**
  - **Avoiding the issue in hopes it will go away**
  - **Communicating through the “grapevine”**



# Confrontation

- **This style is aggressive and sometimes hostile.**
  - **“My way or the highway”**
  - **Very confrontational and competitive**
  - **Used to gain power and control**
  - **“You” Messages**
  - **Can damage relationships**



# Problem Solving

- **This style shows a willingness to compromise to solve the problem positively.**
  - **Uses collaboration to solve the problem**
  - **Win-Win Attitude**
  - **Two-way communication**
  - **“I” Messages**



# Positive Conflict Resolution Skills

- Try to stay positive and calm
- Be aware of your emotional triggers
- Use active listening skills to understand
- Focus on cooperation instead of winning
- Ask questions
- Use appropriate body language / non-verbal communication
- Use “I” Messages
- Be specific about what is bothering you

# Review of Active Listening Skills

- **Pay attention.**
- **Look at the speaker / eye contact.**
- **Stop other tasks and listen.**
- **Listen with appropriate body language.**
- **Give verbal clues that show you are listening.**
- **Don't interrupt.**
- **Don't shift your attention to your own problems.**
- **Don't let your emotions get in the way.**
- **Don't rush the conversation.**
- **Put the phone away!**

