

# Solving problems together



# Solving problems together

Disagreements are a normal part of family relationships. At times of stress disagreements and arguments can increase. Here are some ways you can settle disagreements together.



## Stay calm

This can keep others calm too. It can stop things from getting worse. Do not talk about the problem when you are angry. Wait until you are feeling calm again.



## Listen

Listen to what the other person is saying. Repeat what they have said so they know you understand them. Talk about how you feel, the problem, and how it affects you.



## Talking about the problem

Try using this process

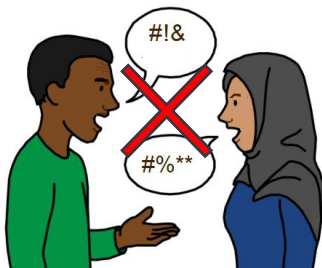
- I feel ... (worried...)
- When you ... (stay out all night...)
- Because ... (I care about your safety...)
- I would like ... (a text if you are going to stay out late...)



## Your reaction

Your facial expressions and body movements can make things worse, like

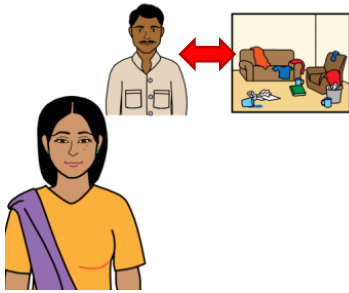
- Rolling your eyes
- Turning your body away
- Avoiding eye contact
- Walking away from the person.



## Do not swear

Do not swear, call people names, or exaggerate. Try not to be emotional as this can make it worse. Just focus on the problem.

# Solving problems together



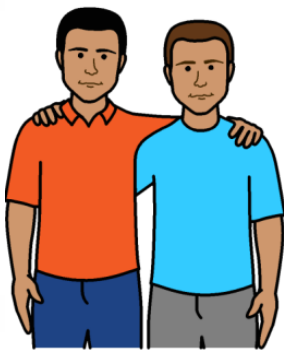
## Focus on the problem, not the person

Make sure you discuss the problem. Do not focus on making the other person feel bad.



## Be specific

Focus on the one issue that caused the conflict. Talk only about the points you are disagreeing on.



## Work together

Try not to blame the other person. Make a promise to work together and listen to each other to solve the problem.

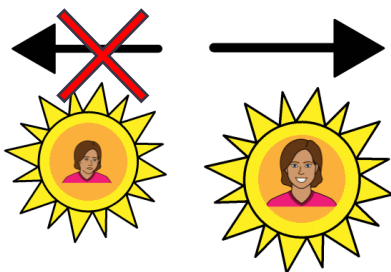
Do not bring up past issues to help you make your point.



## Agree to disagree

Some things you will never agree on.

Being right is not what is important.

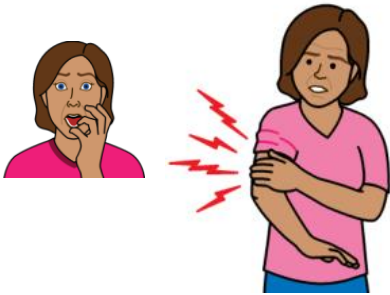


## Focus on the future

In conflict we can remember everything that ever bothered us about that person.

Decide to focus on the problem today and avoid bringing up the past.

# Conflict or violence?



It can sometimes be hard to know the difference between family conflict and family violence. **Family violence** is about abuse and control. It can make you feel scared or anxious about your safety, or the safety of others.



It can happen to anyone in any relationship and it is **never okay**.



## 24/7 Support

If you, or someone you know, feels unsafe or is impacted by family violence, the following services are available 24 hours a day, 7 days a week. They will support you and can help if you need a place to be safe.



safe steps

1800 015 188



1800RESPECT

1800 737 732



Interpreter services available

If you cannot call, email [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au) and a support worker will email you back.

**Call 000 if you, or someone you know, is in danger**