

# Getting to Yes: Resolving Conflict In Relationships



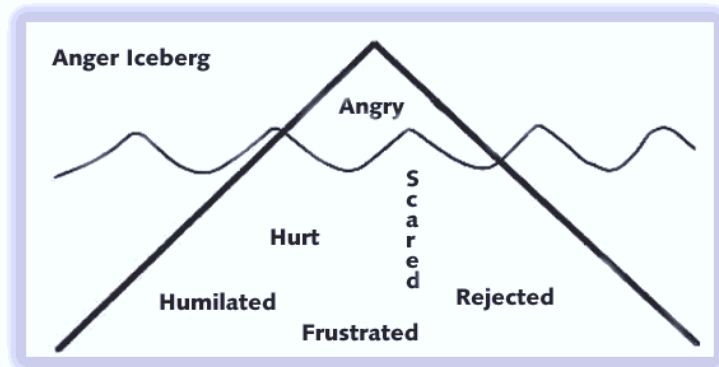
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**Creating peace in a chaotic world**

## Primary vs. Secondary Feelings

Perhaps the most helpful thing to remember about anger is that it is a secondary emotion. A primary feeling is what is felt immediately before we feel angry. We always feel something else first before we get angry. #We might first feel afraid, attacked, offended, disrespected, forced, trapped, or pressured. If any of these feelings are intense enough, we think of the emotion as anger. #Generally speaking, secondary feelings do not identify the unmet emotional need (UEN). When all I can say is "I feel angry," neither I nor any one else knows what would help me feel better.



Not surprisingly, studies show that people feel better and are healthier when they have a sense of control over their lives. This is where the balance between upper brain and lower brain comes in. Part of developing our emotional intelligence is learning to channel our anger in productive ways to help us achieve our goals rather than to sabotage them. Keeping our goals clearly in mind at all times helps us accomplish this. #

Here are some suggestions for responding to your anger:#

1. Ask what you are afraid of.
2. Ask what feelings preceded the anger.
3. Ask what other feelings you are feeling.
4. Ask what you are trying to control.
5. Ask what you can control.
6. Consider your options.
7. Choose the one which will bring you the most long term happiness.



## *Events and Issues*

Events.....

Are those actions, behaviors, or situations that occur in the life of every couple.

Issues....

Are the crucial forces underlying these events. These are the reasons why the event matters. Becoming aware of the issues and maintaining a healthy balance of these forces is essential for a vital relationship. Some common issues include:

- Power and Control
- Recognition

- Commitment
- Integrity
- Caring

And most important of all—*acceptance*. Real love and valuing of your partner as he or she is forms the foundation for your entire relationship.



### *Principles of Conflict Resolution*

1. *Focus on People, not problems*
2. *Focus on interests, not positions*
3. *Generate a variety of possibilities before deciding what to do*
4. *Insist that the result feels acceptable to both spouses*