

St. Simon 10/17/21 Zoom Discussion Questions
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“Solving Conflicts with Wisdom & Respect, the U-V-A Way!”

Most conflicts arise out of differences in the way we think, feel, or want to do things. Common barriers to solving a problem are to fight, flight or freeze. If we ‘fight’ we blame or shame the other, if we ‘flight’ we let our fear drive us to avoid the conflict and may isolate from the other or make empty promises, and when we ‘freeze’ we can feel helpless and hopeless and play the victim. A powerful 4th way to solve our problems with wisdom and respect is the UVA way.

The speaker begins by defining the conflict in behavioral terms:

*“When you... (describe the problem behavior), I feel... (describe the emotional impact”
e.g., when you decide on a decision without including me, I feel anxious...”*

Offer a specific solution using concrete, positive and realistic terms:

“In the future I would prefer that you ... e.g., include me in the decision” (make a concrete, positive & realistic request”

Share an example of how you used assertive language to describe a conflict.

The Listener does the UVA – Understand, Value and Act:

UNDERSTAND: Let me see if I understand your request. In the future you would like...?

Share an example of how you understand the other’s request.

VALUE the other’s request even if you disagree with it:

Here you are willing to honor and respect what is important for the other (except if immoral or illegal). Share an example of how you can honor the other’s request.

ACT: Commit to a specific behavioral change that addresses the others request and loves them the way they want to be loved. Share a time you made a change out of love for the other.