

Underlying Paradigms and Principals

Be Proactive

- You choose your actions and the “weather” of your mind.
- You choose your response to how others treat you. In other words, your child does not “make” you angry. Only you can choose to be angry.
- Patience is a proactive choice.

Begin with the end in Mind

- The mental creation precedes the physical creation.
- Your values and what is most important should guide your actions.

Put First Things First

- “Things that matter the most must never be at the mercy of things that matter least.”
- Urgent matters are not always important.
- Relationships are more important than things.

Think Win-Win

- Lose-lose win-lose, or lose-win are all undesirable outcomes.
- Fairness is the minimum starting point for an acceptable outcome.
- “No deal” or agreeing to disagree are acceptable options.
- The most acceptable outcomes are those where both parties “win” beyond what they previously perceived as possible.

Key Actions

Be Proactive

- Stop and think. Ask: What is the right thing to do?
- Gain control of your emotions. Walk away for a time if need be.
- Focus on matters within your influence not on matters outside your control.
- Take responsibility for actions rather than blaming others or making lame excuses.

Begin with the end in Mind

- Keep the bigger picture in mind
- Focus on how you want your child to perceive you as a parent once the disagreement is over.
- Focus on what you want your relationship with your child to “feel” like once the disagreement is resolved.
- Speak only words that will maintain your child’s feelings of self worth.

Put First Things First

- Choose your battles. Do not engage in arguments over matters that have no relevance to what is truly important.
- Act on problems at the right pace; do not allow them to fester or grow.
- Stick to your values. Do the “right” thing.
- Seek to prevent future conflicts.

Think Win-Win

- Make a meaningful “deposits” in others’ Emotional Bank Accounts.
- If you have made “withdrawals” from your child’s Emotional Bank Account, apologize.
- Balance courage with consideration.
- Seek outcomes that are mutually beneficial.

Think Win-Win

- Wise adults do not take unfair advantage of unwise children.

Seek First to Understand Then Be Understood

- Giving people emotional “airtime” is the first step in allowing them to release and resolve emotions.
- Making your own thoughts and feelings understood in a calm, mature manner is just as important as listening.

Synergize

- Synergy values differences and seeks out third alternatives.
- Synergy creates solutions that are better than those either of the two parties might come up with on their own.

Sharpen the Saw

- Regularly sharpen the physical, social, mental, and spiritual saws goes a long way toward preventing future conflicts.
- Most conflict results from one or more of the four basic needs not being met.

Think Win-Win

- Say no to outcomes that would not help your child in the long run.
- Avoid comparing your child with other children.
- Forgive.

Seek First to Understand Then Be Understood

- Listen with your ears, eyes, and hear until your child feels fully understood.
- Accept accurate feedback.
- Clearly, concisely, and calmly communicate your feelings.
- Correct inaccurate feedback.

Synergize

- Optimize your child’s strengths and diverse perspectives to resolve the issue.
- Be humble. You do not have to have the right answer.

If needed, seek out another person who might have a more objective or educated view and who might provide a better solution than you or your child.

Prepare Yourself Against Future Conflicts By

- Getting plenty of rest and exercise, and eating right so that you feel good. Fatigue feeds conflict.
- Taking time to build the relationship with you child in calm times. Learn stress reduction techniques.
- Studying life. Learn of basic human psychology to help you understand why a child might think or behave the way they do at different stages of life.
- Doing meaningful things that make you feel of worth so your confidence will be strong and esteem impenetrable.

