ALLONE HEALTH FAMILY OF EAPS
MANAGING RELATIONSHIP TOGETHERNESS

THE DANCE WE DO TOGETHER
- Established Patterns
- Approach/ Avoidance
- Over-functioners and Under-functioners
- Push each other “hot buttons”
- Boundary issues (emotional, physical, mental)

COMMUNICATION STYLES
- Assertive – respect their own and others’ rights
- Aggressive – respects only their own rights
- Passive – respects rights of others’ first
- Passive – Aggressive – no respect of rights

5 LEVELS OF PASSIVE-AGGRESSIVE BEHAVIOR
- Temporary compliance
- Intentional inefficiency
- Letting a problem escalate
- Hidden but conscious revenge
- Self-deprecation

OUR DEFENSES
- Hit back first reaction to protect ourselves & gain power (shaming, blaming, making fun of, embarrassing, judging, discrediting, putting down, dividing or insisting that we are right
- Projection, displacement, rationalization and martyrdom
- Stories we tell ourselves

Anger serves a purpose and be a surface emotion – consider what is below the anger - Hurt, Betrayal, Disillusioned, Disrespected, Dissatisfied, Fearful, & Resentment.

HEALTHY APPROACHES FOR ADDRESSING CONFLICT
- Manage expectations
- Practice patience, empathy, and compassion
- Be kind and mindful of how we impact each other
- Don’t assume – not a mind reader
- Give benefit of the doubt before jumping to conclusions
- Let go of “All or Nothing Thinking”
- Practice deep breathing and calming oneself
- Share your story and encourage them to share their perspective (common themes villain and victim)
- If don’t talk it out will act it out
- Create safe space to talk
- Utilize Green, Yellow & Red Stoplight approach or take time out – remove yourself from situation if needed
- Can use scaling technique (on a scale 1-5, how important is this to you?)
Can press "Pause" but need to return to a conversation at a later time
Let go of "being right"
Cut to process switch from content and explore your pattern (consider how each contribute to pattern)
Stick to current concern and do not pile on past situations
Stick to content and do not make personal attack
Use "I" statement and not "You" statements
Avoid negative or catastrophic statements
Avoid words that are extreme like "always" and "never"
Avoid labels or name calling
Ask for what you need and use reflective listening
Apologize sincerely, when appropriate

SERIOUS CONSEQUENCES AND CONTACT INFO
• **Domestic Violence, Child Protective Service and Adult Protective Service** reports have increased
• **National Domestic Violence Hotline 1-800-799-SAFE (7233)** 24/7 or go to website for chat feature thehotline.org (confidential, multiple languages and assistance for hearing and sight impaired and assistance for concerned family members)
• **Child Abuse** – **www.childhelphotline.org** – provides help, support and local CPS numbers
• **Elder or Vulnerable Adult Abuse** – **National Adult Protective Services Association (NAPSA)** provides information and resources including numbers for state reporting –website: **www.napsa-now.org**

SOURCES AND RESOURCES
• **Dance of Anger and Dance of Connection** by Harriet Lerner
• **The Angry Smile: The New Psychological Study of Passive-Aggressive Behavior at Home, at School, in Marriage & Close Relationships, in the Workplace & Online** by Jody E. Long, PhD, Nicholas J Long, PhD, & Signe Whitson, LCW
• **Crucial Conversations -Tools for Talking When Stakes are High** by Grenny, McMillian, Patterson and Switzler