



Conflict: Resolving with XYZ

Rather than a complaint or accusation, like

You always...!
You never...!
You're bad at...!

A better method to communicate your reaction:

In **X Situation**....
When you do **Y Behavior**...
I feel **Z Emotion**.

Being able to communicate your feelings well
is the beginning of a good conversation.

But remember:

X plus Y does not equal Z

Others may punch your buttons, but they are *your* buttons!
You still own your own feelings!

And Wonder:

So what does X plus Y hook in you to produce Z?
Consider Stanley's underlying issues:

- **Power** (will you share control?)
- **Caring** (Do you have my interests at heart?)
- **Recognition** (will you value me?)
- **Commitment** (Will you stay with me?)
- **Integrity** (Can you be trusted?)
- **Acceptance** (Am I good enough?)

Adapted from Les & Leslie Parrot
and Scott Stanley