

GOTTMAN

# Conflict Blueprint

## GOTTMAN RAPOPORT INTERVENTION: LISTENING & VALIDATION

No one can engage in persuasion until both of you can state your partner's position to your partner's satisfaction. Slow down. Take turns as:

### Speaker:

- No blaming, criticism, or contempt.
- No "You" statements.
- Use only "I" statements about a specific situation.
- Talk about your feelings.
- State **positive** need using a gentle start-up. Within every complaint, there is a longing. When that longing is expressed, a recipe for how to fulfill it may emerge.

### Listener:

- Postpone your own agenda. Hear and repeat the content of the speaker's needs and perspective (the story).
- Hear the speaker's feelings (name emotions, feel them). Ask open-ended questions or questions for clarification or elaboration that deepen your understanding of your partner's needs.
- Summarize and reflect back what you hear. The goal is to be able to summarize the Speaker's position to the Speaker's satisfaction.
- **Validate and communicate understanding and empathy** to the speaker by completing the sentence, "It makes sense to me that you would feel that way and have these needs, because..."

### Rapoport's Assumption of Similarity

When you identify a negative quality in your partner, try to see that very quality in yourself. When you identify a positive quality in yourself, try to see that very quality in your partner.

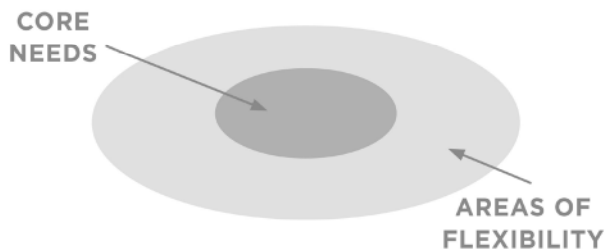
## DREAMS WITHIN CONFLICT

### For gridlocked, perpetual problems:

Postpone Persuasion. Explore the history and meaning within each person's ideal dream. Honor one another's dreams. The goal here is dialogue, understanding, and the acceptance of enduring personality differences.

## COMPROMISE & PROBLEM-SOLVING

This is where persuasion belongs. To feel safe, first identify your core need and help your partner understand why it is core. Then compromise on areas of flexibility.



## THE AFTERMATH OF A FIGHT OR REGRETTABLE INCIDENT

### For repairing past emotional wounds:

Process the incident. Don't get back into it. There are two valid realities. Understand and validate your partner's reality. Use the Aftermath of a Fight or Regrettable Incident booklet in the Relationship Guide series.

### FLOODED?

Take a break, self-soothe.