

FACT, FEELING AND FOLLOW THROUGH

This is a simple conflict resolution technique that facilitates good communication and sets the stage for conflict resolution.

When you have a problem with a loved one, follow these three simple steps.

1. **Fact-** State the facts clearly and objectively. Make sure you're sticking to concrete reality versus opinion. DO NOT attempt to read motives: "Man looks upon the outward appearance, but God looks upon the heart," 1 Samuel 16:7.
2. **Feeling-** This step gives an opportunity for you to own your feelings. You can use the "Feeling Words" document in the toolbox. The purpose of this is not to accuse your loved one, but to take responsibility for your own reaction.
3. **Follow-through-** In this step you ask your loved one for a specific response. You are *requesting* something versus *demanding* it. Be specific, realistic and fair.

Here are some examples. Some blanks have been left for you to "practice":

Fact	Feeling	Follow-through
"We aren't communicating much. Tonight we haven't even talked. . ."	". . . and I'm feeling very lonely and sad."	"Could we please make a plan to spend at least a few minutes chatting each night?"
"You made a joke about me tonight at the dinner table. . ."	". . . and I felt humiliated."	"Could you please say some affirming things about me at dinner and avoid joking about me?"
"I found your wet towels on the floor. . ."	". . . and I became very irritated."	"Could you please hang your towels on the hook?"
"You yelled at me when you saw the credit card bill. . ."	". . . and I felt intimidated and hurt."	"Could we please discuss the bill quietly each month?"
"We're arguing every day. . ."	". . . and I feel frustrated about it."	"Could we try a couple months of marriage counseling?"
"You told your friend about our conflict . . ."	". . . and I felt exposed and embarrassed."	"Could we please discuss what is private and what can be shared?"
"The children are fighting again, but you're sitting in your chair . . ."	". . . and I feel aggravated and overwhelmed."	"Could you please go talk to them?"