OOPS!

I didn't mean it to come out that way.

Scott "Q" Marcus
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- Follow Up
- CALM
- Resolution
- Expectations
- Noise

Conflict Cycle

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The Reasons

- Shoulds
- Disqualifying
- Inappropriate Rescue
- Perfectionism
- Boundary Violation
- Selective Viewing

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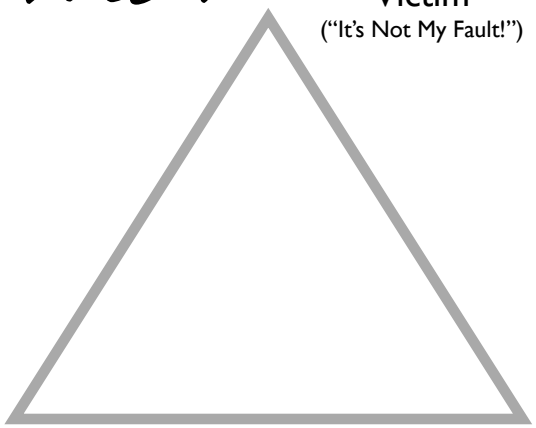
Drama!



Victim
("It's Not My Fault!")

Persecutor
("It's Always Your Fault!")

Rescuer
("Let Me Fix It For You.")

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Disarming

L isten
A pologize (Acknowledge)
S olve
T hank

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Fair Fighting

- **Begin with "I"**
- **No Interruptions**
- **No Denials**
- **No Cross Complaints**

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Talk Time

- 10-20 Minutes
- I want / I like
- You want / You like
- Agreement

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