

S.T.A.B.E.N.

A Conflict Resolution Process

S.T.A.B.E.N:

S – Source – of the conflict is my husband (who)

T – Time and Place – in my example when is the best time to have a discussion about the dishes? Is it when we get home from work, just before bed, while we are doing something we enjoy, no, no, perhaps when we are not busy. Appropriate time and place...

A – Amicable Approach – Fancy way of saying, Start with the Positive. When you are talking to someone you and you want them to listen to you...you start with the positive. It can be anything so long as it is genuine and positive. Sometimes this is hard to think of something nice to say...you want their attention so they are receptive. Example I really appreciate that you did all the yard work yesterday...(short specific feedback).

B – Behavior – This is the time when you are going to identify very specifically behavior that was a problem. So in my example with the dishes, I am not going to say something like last week I did the dishes 6 nights. You want to be specific instead of lumping things together like you never do the dishes.

Maybe I am mad for several reasons...this helps. Putting numbers on things really helps - instead of never or always.

E – Emotion – Now I am going to say, “ because of this behavior I felt...angry, frustrated etc...Whatever you feeling is what you say. You don’t make it about them. When you did this...I felt this...

N – Need – What do I need to end this conflict. In my example, I need you to do the dishes the nights I cook dinner...I need to feel like we are equal partners... Think about this before the conversation, and be specific. I need us to come up with a schedule to do the dishes, or I need you to do the dishes 50% of the time.

Review: How long does this take to do? ...maybe a minute or two...the planning takes time.