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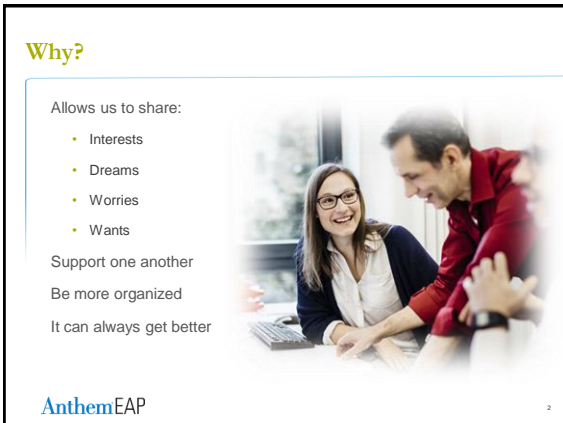
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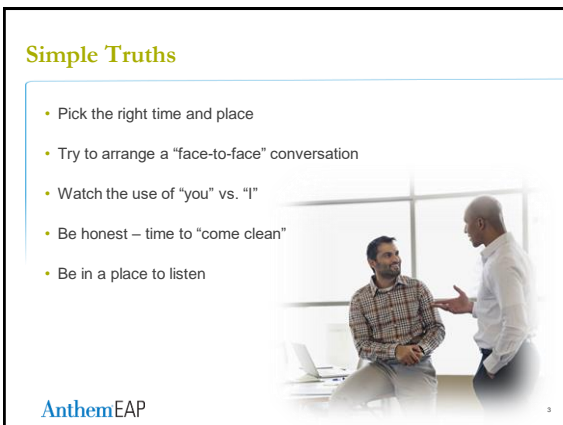
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## Conflict Communication

- Changes the entire game
- Emotions can make us change
- Can change a relationship forever
- Remember to stop and breathe
- What is their side?
- Are we overreacting?
- Do not walk away



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## Tough Topics

- Finance
- Intimacy
- Child rearing
- Family
- Job Choices
- Travel plans
- Household responsibilities

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## What's the Difference between Listening and Hearing?

### Hearing

- Accidental
- Involuntary
- Effortless

### Listening

- Focused
- Voluntary
- Intentional

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## Communicating in Times of Change

- Be more forgiving, change is hard
- Try to get all the facts
- Be able to answer as many questions as possible
- It is always okay to say "I really do not know"
- Be positive
- Share your concerns

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## Words to Avoid

- Always
- Never
- Should
- Must
- Only



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## Communicating Through Technology

- Remember manners still count!
- Who else can hear this conversation?
- Am I avoiding a face to face conversation?
- Great to use to confirm details
- Cross generations – millennials love all technology



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### Let's Try it!

Re-work these sentences:

- "You never help me at home"
- "How come you are always late?"
- "Why didn't you do a better job?"
- "I can't believe you messed up again!"
- "Are you kidding me!"
- "We didn't expect you to do a good job"
- "We are always filling in for you"

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Call 800-999-7222  
or  
go to our website at  
[www.anthemep.com](http://www.anthemep.com)  
Login: Fulton



### How EAP Can Help ...

- Face-to-face counseling sessions
- Legal/Financial consultations
- Child/Eldercare consultation & referrals
- Daily life resources
- ID theft recovery
- Free credit monitoring
- myStrength – Health Club for Your Mind
- Let's Talk Depression – A Multi Resource Tool Kit
- Comprehensive website
  - Resources
  - Self assessments
  - Health/wellness library
  - Legal forms

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**Questions?**

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