

# L-A-S-E-R

Use the acrostic **LASER** to enhance conflict resolution skills and make **Habit #2** "**BE CAREFUL, not crushing**" your default. **LASER** emphasises maintaining focus on the issue and behaviors, facilitating conflict resolution without unnecessary trauma.

## L - LISTEN DEEPLY

In conflicts, we often fail to truly listen, instead preparing our defense for a quick comeback. Deep listening involves discerning both spoken and unspoken aspects to uncover the underlying issue

## A - ASK FOR CLARITY

Use questions like "Is this what I'm hearing you say? Did I get that right?" to clarify the issue. Before responding, ensure you understand the core issue, as it might reveal a misunderstanding that requires no response

## S - SPEAK SOFTLY

Avoid escalating situations by speaking gently. Steer clear of accusatory language like "you always" or "you never," which triggers a defensive response. Use "I" language, such as "I was hurt when...", to be more effective, even when being firm or directive.

## E - EXPLORE CHANGES

After discussing the issue and understanding each other, collaboratively explore changes to avoid future conflicts. Move beyond frustration to identify desired changes and be clear about each other's expectations.

## R - RESTORE THE RELATIONSHIP

In conflicts, we may act poorly and later regret our behavior. Consider the long-term value of the relationship to choose battles wisely. Even after the argument ends, negative emotions may linger. Apologise promptly, forgive, and engage in activities to restore warmth and connection.