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5

Talk It Over
Part 2: Resolving Conflict

Session Length: 2 hours

Objectives
Understand common issues involved in partner conflicts
Identify rules for “fair fights” and negotiation
Discuss and practice a conflict resolution model

Rationale
The ability to resolve relationship conflicts in a way that improves intimacy rather than weakens it is an important skill. Unsettled or recurring conflict creates emotional turmoil in relationships that can work against recovery. This session seeks to introduce men to a model for conflict resolution, emphasizing solutions rather than blame. The importance of “fighting fair” and active problem solving is highlighted and assertiveness skills are reviewed.

Session Outline

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Materials

Easel and flip chart (or chalkboard)
Magic markers; pencils, pens, writing paper
Prepared flip chart  Conflict Areas
Prepared flip chart  Fighting Fair
Prepared flip chart  Steps for Conflict Resolution
Prepared flip charts  Talk It Over Formula  (Session 4)
Prepared flip chart  Using I-Statements  (Session 2)
Copies of handouts

Preparation Notes

Prepare flip charts

Conflict Areas
Write out the key points on a large piece of flip chart paper or poster board, as shown:

- No Problem Areas
- Problem Areas
- BIG Problem Areas

Fighting Fair
Write out key points on a large piece of flip chart paper or poster board, as shown:

- Keep the fight in the present.
- Be specific about the problem.
- Don’t hit below the belt.
- Violence is not okay.
Welcome participants as they arrive.

Use the first 10–15 minutes to review and process the homework assignment. Begin by reviewing a few key ideas from the previous session.

Last week we looked at a couple of techniques for improving communication in relationships. Rather than avoid discussing our feelings with our partners, it's important to talk things over. This is part of an assertive attitude—we show respect for ourselves and for our partners when we're honest about what we feel and what we need.
Using I-Statements (instead of You-Statements) is an important communication skill. Also, the Talk It Over formula for getting our feelings out in the open and suggesting solutions to problems opens the door for more positive communication. Let’s talk for a few minutes about how things went practicing these skills:

2 **Ask for volunteers to share their experiences with the homework.** Here are a few questions to start the ball rolling:

   - How did using the Talk It Over formula work out?
   - What kinds of issues did you discuss with your partner?
   - How did your partner respond?
   - What did you find most difficult about using these skills?
   - What was most beneficial?
   - What did you learn from the homework?

3 **Thank volunteers for their input.** (“Good going, guys. Keep up the good work.”)

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**Conflict in Relationships**

1 **Use the next 20–25 minutes to discuss the nature of conflict in relationships and common causes of conflict.**

Make the following points in opening the discussion:

Conflict in relationships is a reality of life. By conflict we mean problems, disagreements, arguments, etc.—anything that sends your relationship “ship” out into rough waters. In truth, there’s no way around conflict. If you live with someone, have a close relationship, or have emotional or social ties, sooner or later, there will be conflict. Since all people are different and have different needs, wants, beliefs, and opinions, it’s fair to say that conflicts are bound to occur. If we expect life to be free of conflict, we are setting ourselves up for disappointment and grief. A better approach is to accept conflict as a natural part of life. Conflicts may be unpleasant, but they can be dealt with in a way that actually strengthens relationships. Resolving
conflict peacefully is a skill that most people can master. The key is to be honest, to listen, and to compromise—in other words, to approach conflict with an assertive attitude.

In today’s session we’ll explore ways of resolving conflict peacefully. Learning to “fight fair,” (and helping our partners learn to “fight fair” with us) will bring us closer together. After a fair fight, we are less likely to feel resentful, frustrated, or hopeless—emotions that can build up and threaten recovery. Let’s talk about the nature of conflict.

Use prepared flip chart of *Conflict Areas* to discuss areas of conflict and non-conflict in relationships. Provide examples and encourage discussion. Use space on flip chart to list issues raised by participants in response to the discussion questions for each area. These can be revisited during the second half of the session when conflict resolution skills are practiced.

Include the following points in the discussion:

**No Problem Areas**

These areas are pretty self-explanatory. It’s smooth sailing. In these areas of the relationship, things are “clicking.” It includes issues in your relationship that you and your partner agree on and are both satisfied with. It can also include choices, decisions, or plans that you have no strong feelings about. For example, grabbing a hamburger at Wendy’s vs. McDonald’s, wearing the blue shirt instead of the green one, or visiting your cousin on Saturday.

**What “no problem” areas can you identify in your relationship (or from past relationships)?**

**What happens in your relationship that you want to have continue to happen?**

**Problem Areas**

These are the rough water areas. One or both partners is unhappy about something. There’s conflict of interest. This includes situations in which either partner feels their rights have been stepped on, their needs have not been met, and/or their feelings have not been considered. Remember, both people in the relationship have rights, and both
have legitimate needs and feelings. Here are some examples of rights both partners have:

- The right to express thoughts, feelings, or opinions (in ways that don't hurt or humiliate others)
- The right to ask for what you want or need
- The right to ask others to change their behavior
- The right to refuse requests or reject ideas
- The right to be treated with respect

Keep in mind that the right to express or ask does not mean that either partner has the right to expect that all their ideas should be accepted or that they should always get everything they want or ask for. Both parties also have the right to refuse or to reject ideas. Obviously, this can lead to conflict. The key to resolving conflict maturely is treating each other with respect—a right both partners have.

What types of conflicts do you and your partner sometimes have (or what type of conflicts do you remember from past relationships)?

What's difficult about solving these kinds of problems?

Big Problem Areas

If problem areas are the “rough” waters of relationships, then big problem areas are the hurricanes. These areas are very difficult to resolve, and too many of them may signal that the healthiest thing for both people is to leave the relationship behind. Most often these are not conflicts about day-to-day things (like doing chores or handling routine disagreements). These conflicts involve a collision of values or the realization that the other person is unwilling or unable to change despite repeated requests. It also may involve a personal realization that you are unwilling or unable to change. For example, a partner who won't respect your recovery program, a partner who continuously lies or steals, or a partner who is violent are types of “big” problem areas that may represent a conflict of values and be very difficult to resolve.

What “big” problem areas have you run across in relationships? What makes these types of conflict so hard to resolve?
3 Thank participants for their involvement. Mention that the remainder to the session will focus on learning skills to help resolve the most common types of conflicts found in relationships.

Conflict Resolution Skills

1 Use the next 20–25 minutes to review assertiveness and introduce conflict resolution skills. Encourage discussion and offer examples, as needed.

2 Conduct a brief review of the “assertive attitude” (versus passive or aggressive attitudes), I-Statements, and the Talk It Over formula. Post flip charts from previous sessions to help refresh participants. Ask members to tell you what key points they remember. Clarify as needed.

3 Distribute handout Fighting Fair, and use a flip chart outline of the material to discuss guidelines for handling disagreements fairly.

Include the following points in the discussion:

Conflict is a natural and unavoidable fact of life. Even in the closest relationships, people rarely agree about everything. The issues and problems people fight about are varied and may change over time, but no matter what the issue, a style of “fair fighting” can be used so that loving feelings are not destroyed, and both people are able to resolve the issue satisfactorily.

Whatever the conflict, it’s important to keep “fair fighting” guidelines in mind whenever you have a disagreement, argument, or conflict with another person. Here are some of the most important ones:

Keep the fight in the present: Discuss and resolve the issue or problem at hand. Avoid reaching back into the past and bringing old, unresolved anger and hurt feelings into the present argument. Stay focused on today’s problem.

Be specific about the problem: Don’t expect the other person to be a mind-reader. State your side of the issue clearly and honestly. Avoid statements like “You should know what’s wrong,” or “You know what I’m talking about.”

Don’t hit below the belt: It’s unfair and destructive to attack your partner on things she is sensitive about. People we care
about often tell us about the things that hurt and trouble them, and it’s unkind to bring those issues into a fight to score a point or knock the other person off-guard.

**Violence and physical abuse are not okay:** First of all, it won’t resolve the problem, only make it worse. No matter how angry you are, or how justified your anger, you *never* have the right to physically hurt or harm others.

When we finally sit down to discuss a problem, and work out a solution, the most helpful thing for the relationship and for our own sense of well-being is to find a solution both parties feel good about. There are three possible outcomes of any conflict:

(List on chalkboard or flipchart.)

**Win-Lose:** In this case, one partner “wins” and the other partner “loses.” One person is satisfied and gets what he wants, the other person loses out on what he wants. This is not the best outcome, because the “loser” may come away with unresolved angry feelings. For example, Jane and her partner Jack decide to eat out. Jane wants to eat at a salad bar buffet and Jack wants to eat at a sit-down restaurant. They end up eating at the buffet, so Jane “wins” and Jack “loses.” Their relationship may suffer over time, especially if one is always the “winner” and the other is always the “loser.”

**Lose-Lose:** In this case, both parties lose. Neither person is satisfied with the outcome. In the case of Jane and Jack eating out, an example of lose-lose would be if they both became so angry trying to decide on a place to eat they end up deciding not to eat out at all. Most of the time, lose-lose is brought about when people agree to accept compromises that are really unacceptable to both. This usually means they haven’t spent enough time negotiating and exploring alternative solutions.

**Win-Win:** This happens when both parties “win” by finding a solution in which at least *some* of each person’s needs are met. In the case of our dinner partners, Jane and Jack, an example of win-win might be deciding to eat at a sit-down restaurant that also has a buffet salad bar. In this case, both Jane and Jack “win” and have their needs satisfied. It usually takes time and energy to discover a workable win-win solution acceptable to both people, but in the end, it’s worth it. It does little good to *win* a fight if it means *losing* the relationship. The key word in finding a win-win solution is *compromise.*

In most cases, a win-win solution to conflict or disagreement helps strengthen relationships and resolve angry feelings. When we negotiate with others, staying focused on *fairness* and compromise rather than *victory* is important. Assertive negotiation recognizes the importance of our rights, as well as the importance of the rights of others.
However, be aware that all of us have some issues around which we are unwilling to compromise. Often these are in areas where one person’s values conflict with the others. For example, if my partner wanted me to get involved in drug activity, criminal activity, or something else dangerous or harmful, I might draw the line. That’s an area of my life that is not open to compromise. In this case, I accept the benefit of a win-lose outcome. I will insist on “winning” in the sense that I refuse any involvement in those activities, and I also refuse to even discuss or negotiate the point. For the most part, these “non negotiable” issues are rare. Most of the common disagreements and conflicts we experience in relationships are open to a win-win outcome if we give it a chance.

Next, we’re going to talk about and practice some steps that can help us resolve conflicts in a win-win way.

3 Distribute handout Steps for Conflict Resolution, and use flip chart outline of the material to lead a discussion on using the formula to resolve conflict. Provide examples, and model assertive alternatives for working through each of the steps. Answer questions and provide clarification, as needed.

Include the following points:

When a conflict or problem comes up in your relationship, remember to point your thoughts toward fair solutions, rather than “winning” or arguing about whose “fault” the problem is. Follow these steps:

1. Define the problem and write out how you see it. This may be simple or complex. Try to define exactly what the problem is from your point of view. Think of one or more solutions that will resolve the problem for you.

2. Tell your partner what you want or need. Use I-statements, and an assertive style to state your case. Make your statements descriptive of the issues involved. Don’t judge or blame your partner. Focus on behavior that can be changed and on solutions.

3. Listen to your partner’s wants and needs. Listen carefully, ask for clarification, don’t interrupt. Show respect for your partner by listening to her thoughts and feelings on the subject. Restate your understanding of your partner’s viewpoint to make sure you really understand what she wants or needs.

4. Agree on the problem. After both partners have stated their needs and wants, create a shared definition of the problem that needs
to be solved. Write it out. Be specific. Make sure you both agree what the problem is.

5. **Make a list of possible solutions.** Working together, both people can brainstorm as many solutions as they can think of that will satisfy both of their needs and wants. Both partners must agree to remain open, be honest, and not be defensive.

6. **Evaluate the solutions, and agree on the best one.** Once all the possibilities are on the table, both partners discuss them. Each solution is looked at in terms of its ability to satisfy some of the wants and needs of both people equally, based on their shared definition of the problem. A solution is agreed on, and a plan of action is discussed and agreed on. The plan should outline action steps required and who’s responsible for doing what.

7. **Take action on the solution.** Implement the solution by following the action steps decided on during negotiation. Keep the lines of communication open so that each partner is free to speak up if the plan is not working. Be prepared to try another solution if the first one doesn’t work.

4. **Thank participants for their attention.** Tell them they’ll have a chance to practice using this formula after the break.

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**Break**

**Exercise: Conflict Case Studies**

Use the next 40 minutes for conflict resolution practice. Ask participants to choose a partner, and distribute a Conflict Resolution Worksheet and a Conflict Case Study to each pair. Examples of “conflict case studies” are provided; however, you can generate your own, or ask participants to brainstorm examples of personal conflicts they would like some help with. To lead the exercise:

- Ask participants to read their case study, and then to choose the “part” they want to represent in the case study.

- Next, ask the pairs to role play their case study, working through the Steps for Conflict Resolution. The only rules are that they must follow the steps, and they must use assertive communication and listening skills to help reach a resolution.
When pairs finish their role play, instruct them to complete their Conflict Resolution Worksheet to recap the issues that came up during the role play.

2 Process the exercise using the following discussion questions:

- How did it feel to do this exercise?
- Were you able to reach a “win-win” solution to the problem?
- What helped you get to “win-win”?
- What part did listening play in your problem-solving?
- How would you describe your past conflict resolution style?
- In what ways will this method improve how you manage conflict in the future?

3 Conclude the discussion using the following points:

Conflict is a part of life, and it can be dealt with in a constructive way that enhances relationships rather than destroys them. The key is to address and deal with conflict when it happens. If we ignore areas of conflict, we set ourselves up for bad feelings, health problems, low self-esteem, and a lot of frustration.

When dealing with conflict, it’s important to remember that resolution is the key. Recognizing and accepting anger during conflict is important, and it’s also important to express and talk about angry feelings that either partner may experience. However, “true relief” comes only through resolution of the problem or situation that sparked the anger. Sometimes, we are able to resolve anger by simply talking it through, either inside our heads, or with a third party. In other cases, we may need to use conflict resolution skills and work with our partners to solve the problem satisfactorily.

4 Thank participants for their involvement. Distribute handout Ten Rules for Avoiding Intimacy, and invite participants to read it over and to share it with their partners.
Homework: Fighting Fair

1 Use the last 10 minutes to introduce the homework assignment. Distribute extra copies of the Conflict Resolution Worksheet (2 extra copies per participant).

2 Use the following instructions to introduce the homework:
   - Your take-home assignment for this session is to go home and have a fight with your partner. Well, not exactly, but your assignment is to pay attention during the week to naturally occurring conflict in the relationship.
   - When you get home, share the handouts from today’s session with your partner, and tell her some of the things that we discussed here today. Go over the Fighting Fair points, and discuss the steps for Conflict Resolution.
   - When there is a conflict during the week, pull out these handouts, and use them to find a solution to the conflict. Use the Conflict Resolution Worksheets to make notes about how the “fight” was settled in a “win-win” way.
   - Ideally, you’ll complete two of the worksheets. One for a problem that you bring to your partner, and one for a problem that your partner brings to you.

3 Thank participants for attending and invite them back next week.

4 Ask each person to complete an evaluation form before leaving.
Fighting Fair

**Keep the fight in the present:** Discuss and resolve the issue or problem at hand. Avoid reaching back into the past and bringing old, unresolved anger and hurt feelings into the present argument. Stay focused on today’s problem.

**Avoid “gunnysacking”:** Make sure the conflict and your anger are resolved by dealing honestly with issues and problems as they come up. Don’t store up all your anger and grievances in a “gunnysack” then suddenly explode.

**Be specific about the problem:** Don’t expect the other person to be a mind-reader. State your side of the issue clearly and honestly. Avoid statements like “You should know what’s wrong,” or “You know what I’m talking about.”

**Don’t hit below the belt:** It’s unfair and destructive to attack the other person on issues he/she is sensitive about. People we care about often tell us about the things that hurt and trouble them, and it’s unkind to bring those issues into a fight to score a point or knock the other person off-guard.

**Violence and physical abuse are not okay:** First of all, it won’t resolve the problem, only make it worse. No matter how angry you are, or how justified your anger, you **never** have the right to physically hurt or harm another human being.
Steps for Conflict Resolution

1. **Define the problem and write out how you see it.** Try to define exactly what the problem is from your point of view.

2. **Tell your partner what you want or need.** Use *I-statements* and an assertive style to state your case. Don’t judge or blame your partner. Focus on behavior that can be changed and on solutions.

3. **Listen to your partner’s wants and needs.** Listen carefully, ask for clarification, don’t interrupt. Show respect for your partner by listening. Restate your understanding of your partner’s viewpoint and what he/she wants or needs.

4. **Agree on the problem.** After both partners have stated their viewpoints, create a shared definition of the problem. Write it out. Be specific.![](https://example.com/shared.png) Make sure you both agree.

5. **Make a list of possible solutions.** Working together, brainstorm as many solutions as you both can think of that will satisfy at least some of your needs. Both partners must agree to remain open, be honest, and not be defensive.

6. **Evaluate the solutions and agree on the best one.** Each solution is looked at in terms of its ability to satisfy some of the needs of both people equally, based on their shared definition of the problem. Agree on a solution, and make a plan to put it into action. The plan should outline action steps required, and who’s responsible for doing what.

7. **Take action on the solution.** Put your solution into action. Keep the lines of communication open so that each partner is free to speak up if the plan is not working. Be prepared to try another solution if the first one doesn’t work.
Conflict Resolution Worksheet

1. How was the problem defined by the person presenting the problem?

2. How were the wants or needs of the presenter stated?

3. What needs did the receiving person present?

4. What possible solutions did you brainstorm together?

5. How did you evaluate the solutions?

6. What solution was agreed on?

7. What “test” period did you agree on?

8. Did the solution meet at least some of both people’s needs?
Conflict Case Studies

Case Study #1

John and Mary are married and both of them have equal paying jobs. John has a concern about how Mary spends money. At least once or twice a week, Mary likes to go to the mall shopping, and she seldom comes back empty handed. John would like for them to be saving more money to buy a house.

In this study, John is the presenter of the problem and Mary is the receiver.

Case Study #2

Joe and Thelma are the parents of a two boys. One child is 9 years old and the other child is 13. Thelma has a problem with Joe’s reluctance to take a part in disciplining the children. Often, when Thelma lays down a rule for the boys, they go to Joe, who then gives them permission to break her rule. Thelma would like more support and cooperation from Joe.

In this study, Thelma is the presenter of the problem, and Joe the receiver.

Case Study #3

Sammy and Elena have been in a relationship for 10 years and really care about each other. Sammy is working full time and Elena has a part-time job. Elena has a problem because Sammy always has the car that they must share. He even refers to it as “my car,” even though they bought it together. Elena often feels angry because she seldom gets to use the car.

In this study, Elena is the presenter of the problem and Sammy the receiver.

Case Study #4

Cathy and Freddie are married and trying to get by on Freddie’s job. Cathy comes from a very large family with 9 brothers and sisters and a score of nieces, nephews, aunts, uncles. Most of her relatives live in another city, and Cathy very often invites them to come and visit. It seems her offer is taken up a lot, because to Freddie’s mind, the house is always full of Cathy’s relatives. They are nice people, but they seldom offer to chip in and pay for groceries, gas, etc., when they visit. Freddie is starting to feel angry about this situation.

In this study, Freddie is the presenter of the problem and Cathy the receiver.

Case Study #5

Joe and Laura are room-mates, sharing a large, old house in the country. Both of them really enjoy living outside the city and having plenty of space for gardens, horses, and pets. Joe is having a problem with Laura because Laura often goes to stay with her friends in the city. Joe respects Laura’s right to live her own life, however, Joe ends up stuck with all the chores, housework, tending of the garden, and feeding the animals. Joe is fed up.

In this case, Joe is the presenter of the problem and Laura is the receiver.
Ten Rules For Avoiding Intimacy

Bryan Strong

If you want to avoid intimacy, here are ten rules that have proven effective in nationwide testing with men and women, husbands and wives, parents and children. Follow these guidelines and you’ll never have an intimate relationship.

Don’t Talk

This is the basic rule for avoiding intimacy. If you follow this one rule, you will never have to worry about being intimate again. Sometimes, however, you may be forced to talk. If you have to talk, don’t talk about anything meaningful. Talk about the weather, baseball, class, the stock market—anything but feelings.

Never Show Your Feelings

Showing your feelings is almost as bad as talking because feelings are ways of communicating. If you cry, show emotion, express sadness or joy, you are giving yourself away. You might as well talk, and if you talk you could become intimate. So the best thing to do is to remain expressionless (which, we admit, is a form of communication, but at least it’s giving the message that you don’t want to be intimate).

Always Be Pleasant

Always smile, always be friendly, especially if something’s bothering you. You’ll be surprised at how this will prevent you from being intimate because you can hide negative feelings from your partner. It may even fool your partner into believing that everything’s okay in your relationship. Then you don’t have to change anything to be intimate.

Always Win

Never compromise, never admit that your partner’s point of view may be as good as yours. If you start compromising, that’s an admission that you care about your partner’s feelings, which is a dangerous step toward intimacy.

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Time Out! For Men
Always Keep Busy

If you keep busy at school or work, your work will take you away from your partner and you won’t have to be intimate. Because our culture values hard work, your partner may never figure out that you’re using your work to avoid intimacy. Instead, he or she will think you’re a hard worker and consequently will feel unjustified in complaining. Incidentally, devoting yourself to your work will nevertheless give your partner the message that he or she is not as important as your work. This method is especially effective because you can make your partner feel unimportant in your life without even talking!

Always Be Right

There is nothing worse than being wrong because it is an indication that you are human. If you admit that you’re wrong, then you might have to admit that your partner’s right and that will make him or her as good as you. And if he or she is as good as you, then you might have to take your partner into consideration and before you know it, you’re intimate!

Never Argue

If you argue you might discover that you and your partner are different. And if you’re different, you may have to talk about the differences so that you can make adjustments. And if you begin making adjustments, you may have to tell your partner who you really are, what you really feel. Naturally, these revelations may lead to intimacy.

Make Your Partner Guess What You Want

Never tell your partner what you want. That way, when your partner tries to guess and is wrong (as he or she often will be), you can tell your partner that he or she doesn’t really understand or love you. If your partner did love you, then he or she would know what you want without asking. Not only will this prevent intimacy, it will drive your partner crazy as well.

Always Look Out for Number One

Remember, you are number one. All relationships exist in order to fulfill your needs, no one else’s. Whatever you feel like doing is okay. You’re okay—your partner’s not okay. You are beautiful just as you are; you are perfect. (The corollary to this is that your partner is not beautiful and is less than perfect.) If your partner can’t satisfy your needs, he or she is narcissistic; after all, you are the one making all the sacrifices in the relationship.
Keep the Television On

Keep the television turned on at all times, during dinner, while you’re reading, when you’re in bed, while you’re talking (especially if you’re talking about something important). This rule may seem petty compared to the others, but it is good preventive action. Watching television keeps you and your partner from talking to each other. Best of all, it will keep you both from even noticing that you don’t communicate. If you’re cornered and have to talk, you can both be distracted by a commercial, a seduction scene or the sound of gunfire. And when you actually think about it, wouldn’t you rather be watching “Miami Vice” than talking with your partner, anyway?

We want to caution the reader that this list is not complete. Everyone knows additional ways for avoiding intimacy. These may be your own unique inventions or those you learned from your boyfriend/girlfriend, friends, or parents. To make this compilation of rules more effective, list additional rules for avoiding intimacy on a separate sheet of paper.

Bryan Strong, Ph.D., is adjunct lecturer in psychology at University of California, Santa Cruz. He is the author of two college textbooks: Marriage and Family Experience, 3rd edition, in press, and Understanding Our Sexuality, 1982, both published by West Publishing Company.
Session 5 Homework

Fighting Fair

Partner Information

Here are the instructions for practice during the coming week.

- Your take-home assignment for this session is to go home and have a fight with your partner. Well, not exactly, but your assignment is to pay attention during the week to naturally occurring conflict in the relationship.

- When you get home, share the handouts from today’s session with your partner, and tell her some of the things that we discussed here today. Go over the Fighting Fair points, and discuss the steps for Conflict Resolution.

- When there is a conflict during the week, pull out these handouts, and use them to find a solution to the conflict. Use the Conflict Resolution Worksheets to make notes about how the problem was settled in a “win-win” way.

- Ideally, you’ll complete two of the worksheets. One for a problem that you bring to your partner, and one for a problem that your partner brings to you.
INSTRUCTIONS: Please take a minute to give us some feedback about how you liked this session.

1. Use one word to describe your reaction to today’s class. ________________

2. What is the most important thing you learned today?

3. What parts of the “fighting fair” technique do you think are most useful?

4. On a scale of 1 to 10, how do you rate today’s class? (Circle your rating)

   01 02 03 04 05 06 07 08 09 10 |__|__|
   Poor Pretty Good Excellent

5. Do you have any suggestions to help make this class better?