

Communication Strategies in High Conflict Situations

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By Candace Dellacona

In episode 8, "Communication Strategies in High Conflict Situations," The Sandwich Generation's Candace Dellacona discusses effective communication in high-conflict situations, particularly relevant to the Sandwich Generation dealing with family issues.

Candace emphasizes the pivotal role of communication across various aspects of life. She highlights a communication method called "B.I.F.F.," which stands for Brief, Informative, Friendly, and Firm. She discusses the challenges of written communication, such as text messages, cautioning against blame, unsolicited advice, admonishments, and unnecessary apologies to sustain a constructive dialogue.

Resources referenced in this episode:

- Bill Eddy, BIFF: Quick Responses to High Conflict People (2014) <https://www.highconflictinstitute.com/bookstores/biff-quick-responses-to-high-conflict-people>
- High Conflict Institute <https://www.highconflictinstitute.com>
- Marshall Rosenberg, Nonviolent Communication: A Language of Life (2015)

Overall, Candace advises a communication approach that is informative, friendly, and firm to facilitate effective and efficient interactions, especially in emotionally charged situations. If you are interested in learning more or have any questions, please feel free to contact Candace at candace.dellacona@offitkurman.com.