



WORLD BANK GROUP
Health & Safety Directorate

Managing conflict in relationships

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Relationship spectrum

Most relationships can range from being healthy to unhealthy or even, abusive.

Healthy

Unhealthy

Abusive

Communication

Respectful

Trusting

Honesty

Supportive

Enjoying time together & apart

Making mutual decisions

Respecting boundaries

Not communicating

Disrespectful

Not trusting

Dishonest

Trying to take control

Pressured by family member

Ignoring boundaries

Intimidation & Domination

Name Calling / Put Downs

Physical Violence

Forced Sexual

Exerting Economic Control

Manipulative Parenting

Relationships and conflict

- Conflict is inevitable in relationships
- When handled properly conflict can improve your relationships
- If you never fight and never talk about your problems, you will never solve them.



How do you manage conflict?



Strategies that can help

Be direct

Talk about your feelings using I statements and pair them with behavior descriptions

Avoid using generalizations

Strategies that can help...

Pick your battles: Pick one hurt at a time

Use Active listening

Try to have empathy: Do not Automatically object to your partner's complaints

Strategies that can help

Do not show contempt

Don't get overwhelmed with negativity

Know that when it is time for a time out

Strategies that can help

Apologize not from your head, but your heart, for hurting your partner

Ask for a feedback

Set Boundaries



Personal & Work Stress Counseling Unit

Confidential consultations and counseling for staff

- Face-to-face
- Skype
- Telephone

Work / Family / Personal / Managerial stress

- Available to all staff regardless of appointment type
- No cost

Stress management & relaxation workshops/presentations

Referrals to local resources

Unit resource directory

Resiliency briefings

Crisis assistance / counseling

24/7/365 Helpline

Online stress toolkit



HSD-Sponsored Wellness Program

- Available to all WBG staff
- Personalized health risk assessment
- Full array of coaching (Telephone-based and e-Coaching), chronic disease management, and platform-based wellness services, including....
- Relax App
- Online learning



Domestic Abuse Prevention Program

- Specialized and confidential counseling and case management services to prevent the escalation of domestic abuse
- Emphasis on early intervention and assistance for individuals who may already be impacted by an abusive relationship
- Prompt referrals to specialized services to assure safety and security
- Coordinated access to the Bank Group's and IMF's information (e.g., HR) relevant to individual situations; and to other internal resources as necessary (e.g., Staff Association, Internal Justice System, Health Services, Security)
- Ongoing, relevant, and prevention-oriented educational outreach via seminars, printed materials, and internet resources

Family Consultation Service

- Sponsored and funded by World Bank Family Network
- Confidential, no-cost counseling, consultation, coaching and referrals for spouses, domestic partners, and other dependents over the age of 18 years old
- Emphasis on providing support to families so that they may deal effectively with the stresses that can be associated with relocations and transitions; personal, marital and family concerns; life adjustments; and general stress issues
- Multi-lingual, multi-cultural, and experienced counselors
- 24-hour, seven-days-a-week hotline for crisis situations
- Individuals in country office locations can access service via Skype and phone counseling

Personal & Work Stress Counseling Unit



Stuart Fisher,
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English



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Domestic Abuse Prevention Program



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