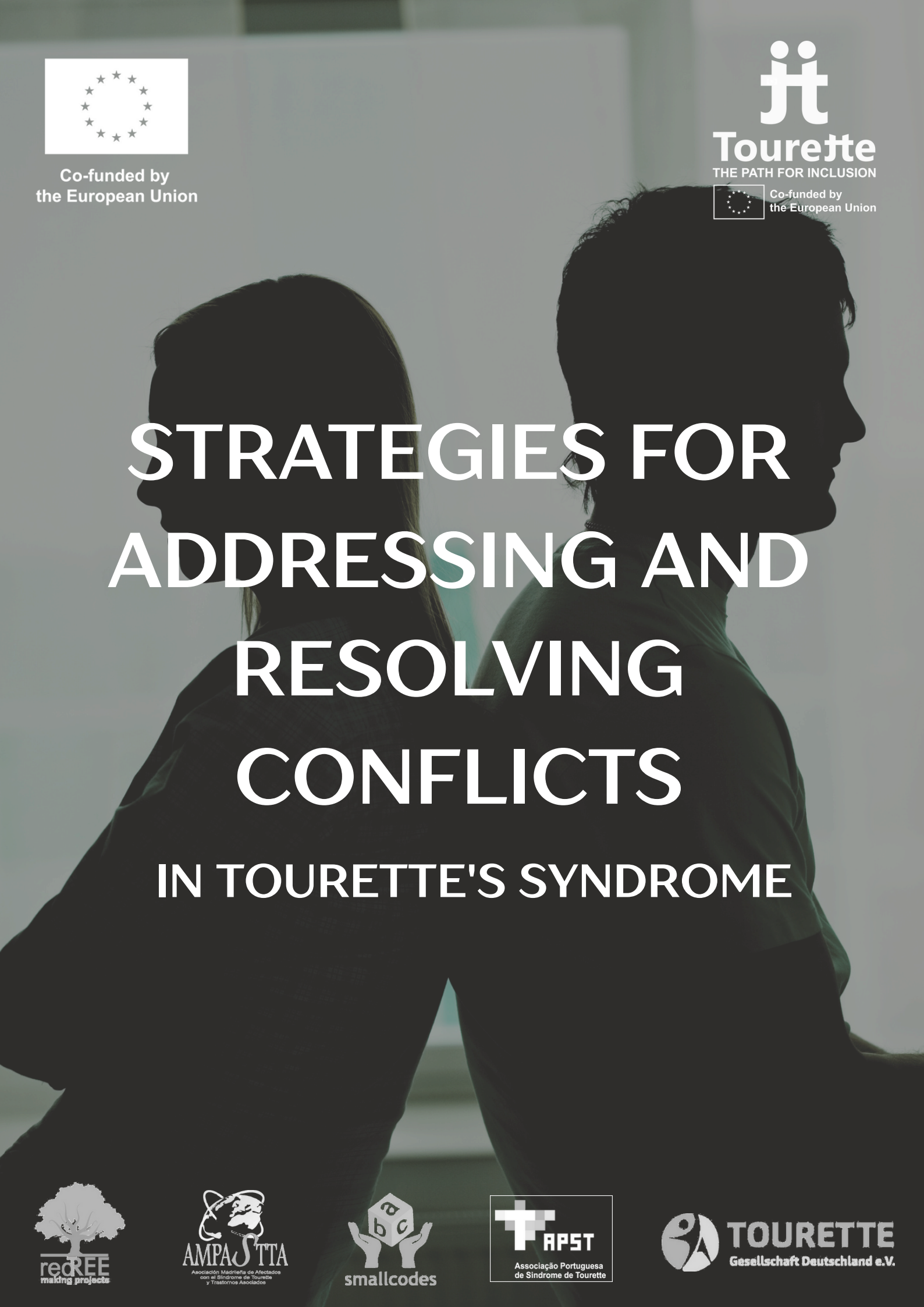

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STRATEGIES FOR ADDRESSING AND RESOLVING CONFLICTS

IN TOURETTE'S SYNDROME

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Gesellschaft Deutschland e.V.

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THE IMPORTANCE OF EMOTIONS IN CONFLICT RESOLUTION

When we face a problem or a conflicting situation, emotions are more likely to arise, precipitating impulsive decisions that we may later regret. Emotions can also cause blockages and impair our ability to react and make decisions in the face of difficulties.

Self-control mechanisms reduce the interference of emotions in conflict resolution, but it is very difficult for these self-control strategies to appear spontaneously in times of stress.

It's important to remember that self-control and impulsivity can be affected in people with TS. Therefore, it's a good idea to postpone attempts at solutions until moments when things are calmer and you can gain some emotional distance, allowing you to examine the problem as if you weren't directly involved.

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STRATEGIES FOR ADDRESSING AND RESOLVING CONFLICTS

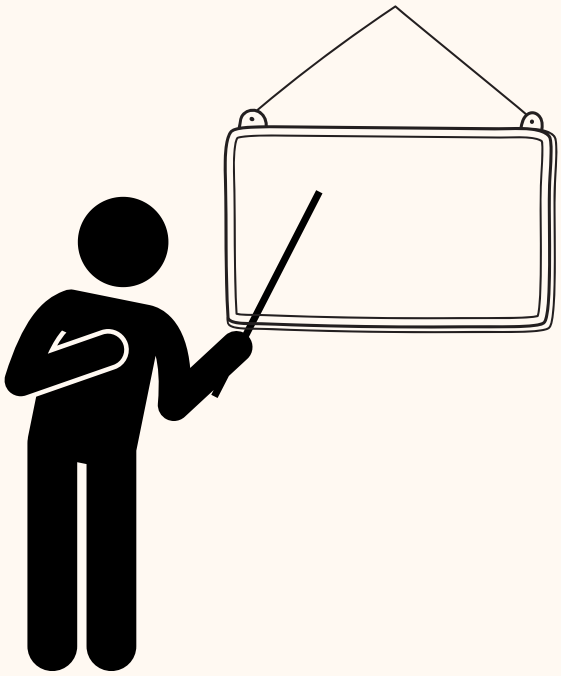
Once the person or people affected are able to analyze the problem calmly, it can be resolved by following a series of organized steps detailed below:

1 IDENTIFICATION AND GENERAL ORIENTATION TOWARDS THE PROBLEM

In this step, the problem at hand is identified. It's important to ensure that everyone involved acknowledges the existence of a problem, assesses its severity or importance, and commits to identifying it.

2 PROBLEM DEFINITION

In this phase, all the necessary information is gathered to define and describe the problem. The extent to which it affects those involved is analyzed, and a realistic goal is established to avoid wasting time and energy on futile efforts.

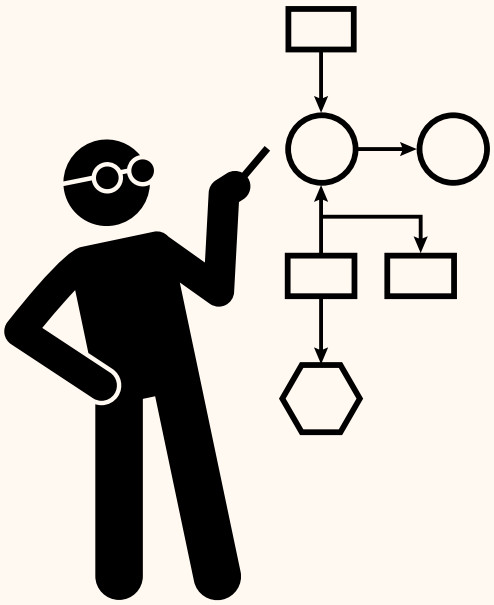


3 GENERATION OF ALTERNATIVE SOLUTIONS

At this point, everyone involved should generate as many solutions as possible. You can apply the "brainstorming" technique, which consists of expressing and writing down all the solutions that occur to you, without excluding or setting aside any, no matter how absurd or inapplicable they may seem, without criticizing or assessing their feasibility.

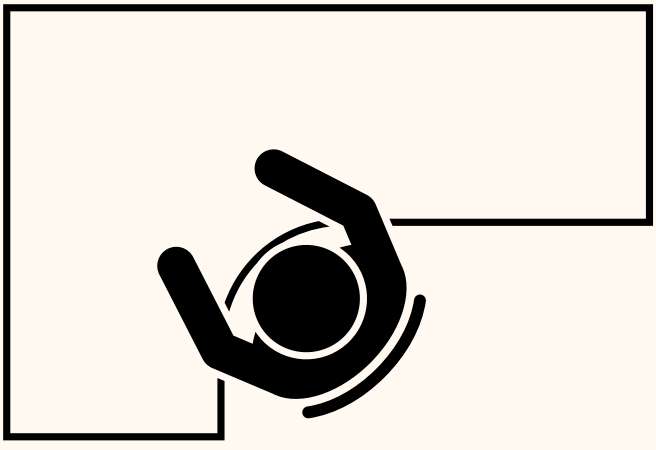
4 EVALUATION OF SOLUTIONS

In this step, the advantages and disadvantages of each of the generated solutions are assessed, listing the pros and cons of each.



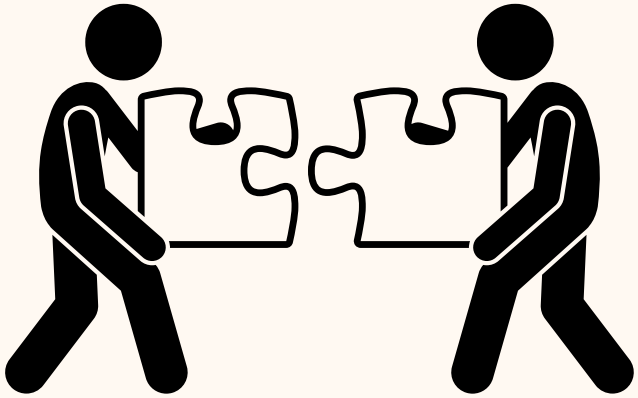
5 DECISION MAKING

After evaluating all the alternatives, the one considered most beneficial for all involved is chosen, either because it has the most advantages or because it is the most likely to be implemented at that time.



6 PLANNING AND EXECUTION OF THE SOLUTION

The next step is to plan and carry out the actions that must be taken to implement and launch the chosen solution.



7 EVALUATION OF RESULTS

Once the solution has been implemented, it is important to evaluate the results obtained: whether they are close to what was expected, what aspects remain to be improved, or whether it is necessary to implement another of the considered solutions.

This seemingly long and complicated process can be adapted to many conflict situations, where a skillful, assertive, and conciliatory solution to the problem is probably more important than the final decision.

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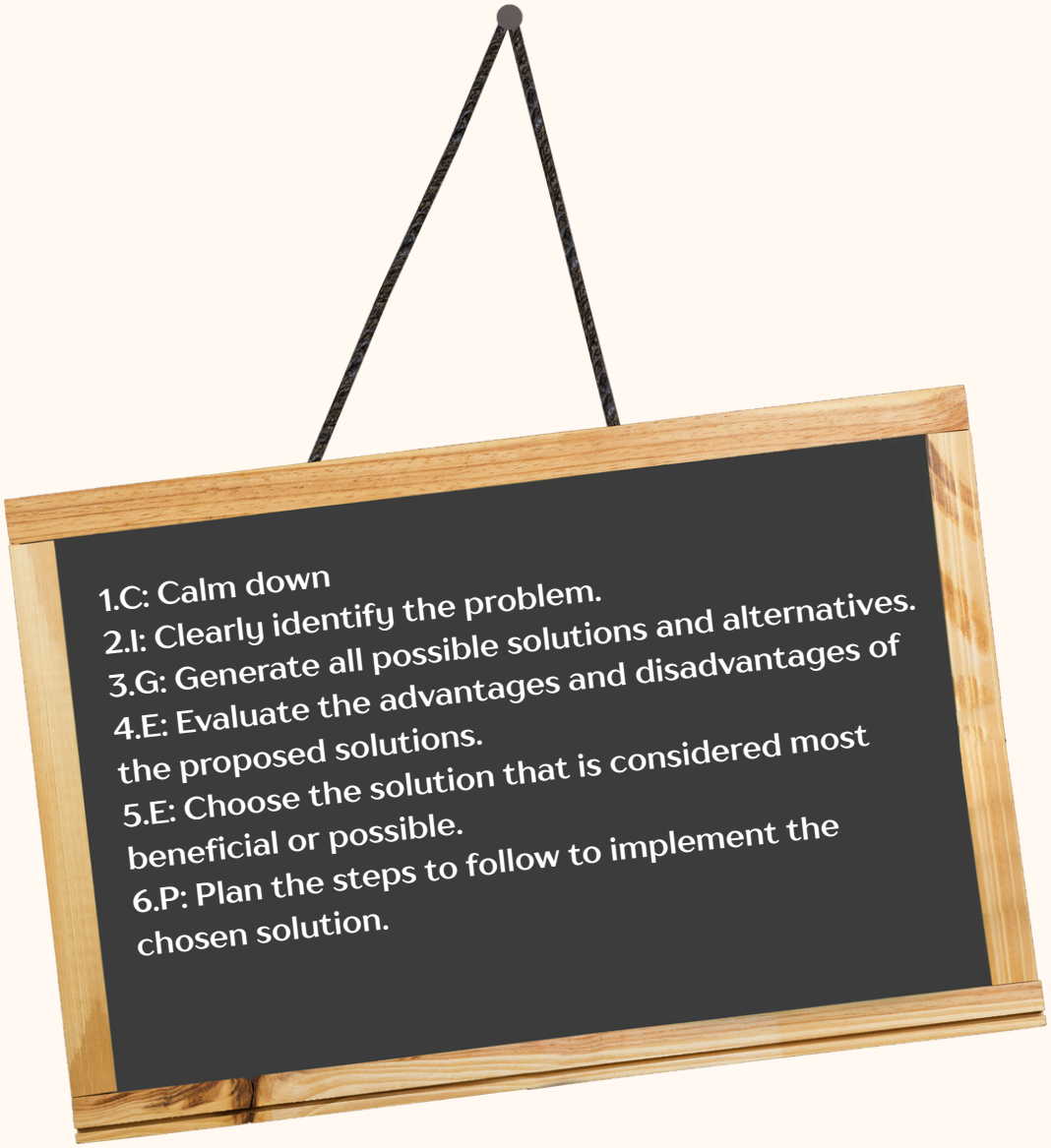
CIGEEP TECHNIQUE FOR CONFLICT RESOLUTION

CIGEEP is an acronym formed by the initial letter of the following steps to follow in the orientation and confrontation of the problem, which summarizes the above:



Like social skills and assertive behaviors, problem-solving strategies can also be learned and become effective tools for improving interpersonal relationships and facing difficulties with greater security and confidence.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