



Conflict, arguments and disagreements happen in every family, particularly just now when emotions are high. The SCCR have loads of helpful advice and free digital resources that are suitable for the whole family at www.scottishconflictresolution.org.uk Here's the SCCR's 5 Top Tips which will help to untangle that conflict knot...try them, they should make a difference!



SCCR Website Digital Resources
www.scottishconflictresolution.org.uk

SCCR's 5 Top Tips

#1 - Take a breath

Take a deep breath in and out. Breathing will help you feel more calm and give you space.

#2 - Take a step back and think

It's important to take a step back to consider what is happening and what it might be like for the other person.

#3 - Listen

Listening to each other really helps but can also be really hard when you have different opinions and views. We can often misunderstand each other or not hear what the other person needs or we think we know what the problem is and get it wrong.

#4 - Ask open questions

Asking open questions helps you understand situations better. Try to listen to the response without interrupting. Open questions begin with: Who, what, why, how and when. So for example; what has been upsetting you? What makes you think that? Think about your body language, voice and tone so you don't appear to be agitated, blaming or accusing.

#5 - Talking and exploring a way forward

Talking can help you work together to make progress in your relationship and explore solutions or options. Try to say things in a positive way that avoids blame, this will help to build trust. Focus on the future and acknowledge the positives within each other.

Stay connected and follow the SCCR on    @SCCRCentre

We acknowledge the support of the Scottish Government through a CYPFEIF and ALEC Fund Grant. Cyrenians is a Scottish Charitable Incorporated Organisation (SCIO), registered charity SC011052.

Helpful Organisations and Resources

Parents and Carers

National Organisations and Resources

Scottish Centre of Conflict Resolution (SCCR) - Information, free events and digital resources to help families resolve conflict.
www.scottishconflictresolution.org.uk
Email: sccr@cyrenians.scot Tel: (0131) 475 2493

Parentline Scotland - Free helpline, email and web-chat service offering advice for parents and carers. Tel: 08000 28 22 33

Scottish Domestic Abuse 24 hr Helpline -Tel: 0808 802 3333
Email: helpline@sdafmh.org.uk Online chat at www.sdafmh.org.uk

NSPCC Parenting advice and support - Tel: 0808 800 5000
www.nspcc.org.uk/keeping-children-safe/our-services/nspcc-helpline

Lone Parent Helpline-One Parent Families Scotland - Information and advice for single parents. Tel: 0808 801 0323 www.opfs.org.uk

Young Minds - Free helpline for parents who are worried about their child's mental health. Tel: 0808 802 5544 or
email parents@youngminds.org.uk www.youngminds.org.uk

Parent Club Scotland - Information and advice to help you and your family cope with life's challenges. www.parentclub.scot

National Organisations and Resources

Childline - Advice for all young people. FREE Helpline Tel: 0800 1111
Online chat, email or forum support www.childline.org.uk

Young Minds - Support for young people. www.youngminds.org.uk
Text Crisis Messenger on 85258, 24/7 for urgent mental health support.

Samaritans - Free 24/7 support for anyone who needs emotional support, is in distress or suicidal. Tel: 116 123 Email: jo@samaritans.org

Local Organisations and Resources in Edinburgh

Cyrenians' Mediation & Support - work with young people (14-24 year olds) and families who are experiencing relationship breakdown, conflict and at risk of homelessness. Tel: 0131 475 2354
<https://cyrenians.scot/family-people/conflict-resolution/mediation-and-support/>

Local support available for Parents/Carers -
www.edinburgh.gov.uk/pacs or Text: 07860 736129.
Email: supportingparentsandcarers@edinburgh.gov.uk

Teen Triple P - Course to help parents build a stronger relationship with their teenager and manage problem behaviours. Tel: 07860 736129
www.edinburgh.gov.uk/teentriplep

Family and Household Support - Advice with parenting, housing options, finances and neighbour disputes.
Email: familyandhouseholdsupport@edinburgh.gov.uk

Systemic Family Sessions - Space for parents and children to sit down together and talk when things have become difficult.
Email: lynn.rush@edinburgh.gov.uk

Social Care Direct - Children and Families Social Work
Tel: 0131 200 2324 Out of Hours Tel: 0800 7316969

Young People

Local Organisations and Resources in Edinburgh

HOT (Health Opportunities Team) - Health and wellbeing support for young people. Email: getsupport@health-opportunities.org.uk

The Junction - Health and wellbeing support for 12-21years.
www.the-junction.org Email: support@the-junction.org Tel:07758348850

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