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# Stress and conflict - How to solve it?



**STRESS** is the experience of inner tension, being angry, being sad,...

**In every day life there are many stress situations.** E.g.:

- A husband comes home tired from work. His wife also had an exhausting day. She expects him to be friendly to her but he goes directly to the TV. She feels she is not understood and feels sad.



- The colleagues talk to each other. You do not know about what. No one explains what they are talking about. You are annoyed.



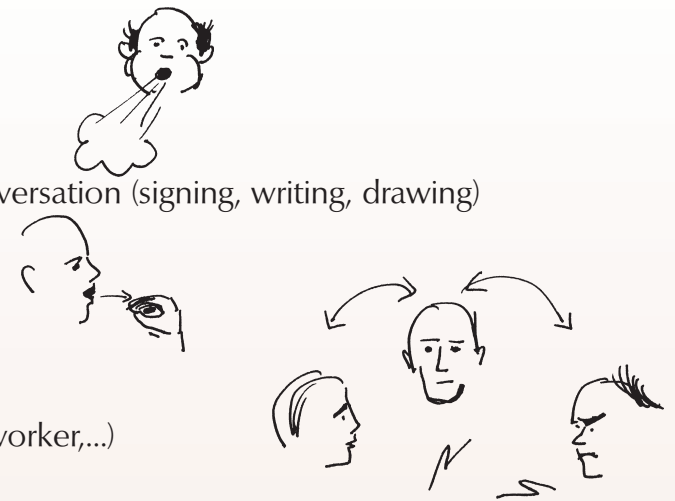
**Tensions can be caused by:**

- misunderstanding (between Deaf and hearing or between the Deaf)
- indifference
- unfairness
- gossiping

**In these situations it is difficult to respond appropriately. You feel tense and helpless.**

**What can help?**

- Deep breathing
- Clarification by conversation (signing, writing, drawing)
- inquiring
- taking a break
- seek help (interpreter, social worker,...)



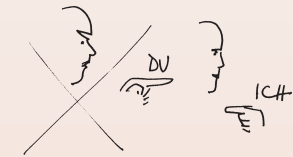
One often reacts incorrectly and the situation becomes even worse – a **conflict (disagreement)** arises. Many conflicts are caused by misunderstanding. Clear conversation often helps to clarify misunderstanding.

In a quarrel one can easily say something which hurts the other person and causes damage.

**In a „healthy“ disagreement the following four rules should be followed:**

1. Instead of accusing the other person (e.g. “You are never at home!”), it is better to say how you are feeling (e.g. “I feel left alone.”)

**Use “I” instead of “You”!**



2. Do not give uncalled advice.
3. Do not generalize (e.g. „You never have time for me!”)
4. Do not compare (e.g. “The neighbour is more often at home with his family than you!”)



**Communication helps to solve conflicts!**