



## *November is Mediation Month!*

Veteran's Day, Thanksgiving and you can almost hear the Christmas music on the radio...Time is flying by! You can feel the stress, joy, fun, questions, and arguments that are about to unfold as the holidays get closer.

It's easy to fall prey to the relationship traps that are out there and get caught up in differing personalities, disagreements, and arguments. It can be a time of family feuds. Keeping with our philosophy of conflict resolution, here are some tips that we hope will help to make your holiday season more peaceful.



## *Tips to Keep the Peace this Holiday Season:*

- 1. WAIT!**-Sometimes people speak before they think. Be sure to think before you speak. Ask yourself, "Why am I talking?" (WAIT.)
- 2. SSS-** Stand Back, Shut Up, and Smile, tried and soooo true!
- 3. Avoid** conversations with people you want to avoid. Steer clear of the challenging people and conversation that naturally pull you in. Plan your polite, yet to the point, conversation stoppers.
- 4. Practice** some stock one-liners to deflect the negative comments you'd like to avoid. Our favorites include, "Perhaps you're right", "That's an interesting opinion", or "I need to wait on this until I have more information."
- 5. Know** the realistic time limits and exactly how much time you want to (and can) spend with your family and perhaps some

## Upcoming Events

**November 9, 2017**  
**DCBA/DAWL**  
**Veteran's Day**  
**Luncheon &**  
**Conference**

12 noon - 4:30 pm  
DuPage County  
Attorney Resource  
Center

**Contact:** Robert Rupp  
rrupp@dcb.org  
630-653-7779

**November 10, 2017**  
**Veteran's Day Observed**  
**DuPage County Offices**  
**Closed**

**November 15, 2017**  
**Lawyer's Assistance**  
**Program Dinner**  
**Speaker:** Tom Dart  
**Union League Club**  
**Reception 5:30 pm**  
**Dinner 6:30 pm**  
**Contact:** Jamie Dureno  
312-726-6607

**November 16, 2017**  
**Lawyers Lending a**  
**Hand**  
**Annual Coat**  
**Drive Sorting Event**  
**DCBA Bar Center**  
**5:00 pm**  
**Contact:** Eddie

friends. Know the time differences between "I am obligated to be here" and "I am enjoying myself here" when it comes to family gatherings that can easily lead to conflicts.

**6 . L L L**-Listen, Listen, Listen. Often we increase conflict by talking and restating our positions. Stop and listen to what the other person is saying. What you thought you heard may not be what they said, especially if you know exactly what you think they are going to say!



*This is a time of giving thanks for the people and relationships in life that we enjoy. Make those moments conflict free when possible!*

*We are thankful for you - our family, friends, colleagues, and clients and we send our very best wishes for a holiday season filled with joy.*

**Warmest Regards,**

*Brigid Duffield*

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*Wollenberg  
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***November 23-24, 2017  
Thanksgiving Holiday***

