Communication Guide
High Conflict Co-Parenting

1. No In-Person or phone communication
2. When in presence of other parent (e.g. transition time, extra-curricular activities), no verbal interaction other than a short polite greeting, and the immediate care of the child(ren)
3. All communications by email only
4. Texting only about last minute change in time of arrival or emergency about the child(ren)
5. Any texts received about other matters are copied and pasted in email message and answered via email
6. When an answer to email message is urgent, send a text message asking other parent to read & answer the urgent email message
7. Keep all communications for and about the child(ren), no response to personal accusations unless there is a necessity to clarify facts. Do not rehash the past, get even, attempt to set the other parent straight, or defend yourself
8. Use BIFF method by Bill Eddy (Brief, Informative, Firm and, Friendly). No Advice, Admonishment or Apologies. Refer to your book BIFF and High Conflict Institute website
9. Preferably use Our Family Wizard™ or Talking Parents. Com. Benefits:
   - Provides a medium and structure for communications
   - Keeps unaltered complete record of communications including agreements for future reference, and evidence for disputes in court
   - Allows for parents to share a calendar where all activities are recorded
   - Keeps records of updates to each parent about the child(ren)
   - Stores documents regarding the child(ren), e.g. medical records, expense/payment log
10. Email messages- Follow these rules:
    - Establish the rule with other parent that email messages are answered within 72 hours.
    - Write your message or response in a separate software then copy and paste to your email message. This prevents responding before removing emotional content.
    - Do not leave the subject line blank. Avoid general/non-specific subject titles. Use titles that clearly state issue discussed; it helps both parents stay focused and organized.
    - Create separate email messages to limit number of issues per message.
    - Use the BIFF method.
    - Use complete sentences. Start with a capital and end with a period. Do not use all caps; it is perceived as yelling.
    - Use bullet points whenever possible.
    - When copying others (CC), let them know why at the beginning of the message.
    - Write your email while keeping in mind that other people may read it.