

MODULE 2A

LIFESKILLS SUPPORT GROUP

HOW TO HANDLE THE TOUGH STUFF

CONFLICT RESOLUTION

GOAL: This module is designed to help participants reduce conflict in relationships. They will learn techniques to help negotiate what they want.

OBJECTIVES: Participants will be able to:

- recognize how words and behavior can impact others
- learn at least one effective technique for managing negative behaviors
- develop strategies for dealing with difficult people and situations

MATERIALS: Handouts: Techniques For Managing Negative Behavior, Making “I” statements,” My Personal Strategy for Dealing With Difficult...”

TECHNIQUES FOR MANAGING NEGATIVE BEHAVIOR

We can best manage our behavior in conflicts by exercising some of the following techniques:

1. Try to focus on the facts and figure out what the other person actually said or did.
2. Don't talk before you are prepared to respond in a reasonable way.
3. Demonstrate continued good will by saying that you want to work things out.
4. Make sure that you have given your side and opinion accurately.
5. If necessary ask a mutually respected person to mediate.
6. Stay flexible; be open to change your mind after you hear more from the other side.
7. Don't fight the small stuff; figure out if the issue is important enough to pursue resolution.
8. Set another time to continue the talks if you feel you are not being understood.
9. Don't involve others who have nothing to do with the conflict.
10. Try not to over rehearse your anger before addressing the issue.

MAKING “I” STATEMENTS

The use of “I” statements (owning your own thoughts) helps to avoid criticizing or placing blame on others. Taking responsibility for what we understand, even if we are wrong, reduces defensiveness in those we are interacting with. Below are examples of “I” statements. The first statement is less inflammatory than the second statement. Practice making more “I” statements in your interactions.

Examples:

1. I would like to talk more.
You don't let me talk!
2. I am bothered by your being late.
You come in here late all of the time!
3. I am concerned about your drinking habits.
You drink too much!
4. I worry that something may happen to you when you stay out late.
You could care less how I feel when you stay out late!
5. I am angry when I feel that you don't care.
You don't care about me!
6. I am disappointed over not receiving that last promotion.
You did not give me the promotion I wanted!
7. I am afraid that I won't be able to please you.
No one will ever be able to please you!

MY PERSONAL STRATEGY FOR DEALING WITH DIFFICULT PEOPLE AND DIFFICULT SITUATIONS

Think of a situation or person that you are dealing with or have dealt with that has been problematic. How would you deal with the issue based upon what you have learned from this module?

The problem	What not to do	Ways to resolve