



CTRI
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RESOURCE INSTITUTE

CONFLICT RESOLUTION SKILLS FOR YOUTH



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everyone is trauma-informed.**



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CONFLICT RESOLUTION SKILLS FOR YOUTH

All too often, minor incidents and simple disagreements can lead to conflict. In order to move through conflict in a healthy manner, youth need the tools to express their emotions and perspectives while remaining open to hearing other points of view. Participants of this workshop will learn and practice conflict resolution skills and strategies that will equip them to face future conflicts with confidence.

This training manual and workshop was developed by Wendy Loewen, BA, B.Ed., Trainer and Consultant at CTRI.

Conflict Resolution Skills for Youth
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DEFINING CONFLICT

Conflict Definition

There are many ways to think about and define conflict. Here are two simple definitions of conflict:

- *A serious disagreement or argument, often a long-lasting one.*
- *A struggle or clash between two opposing sides.*

Conflict can be:

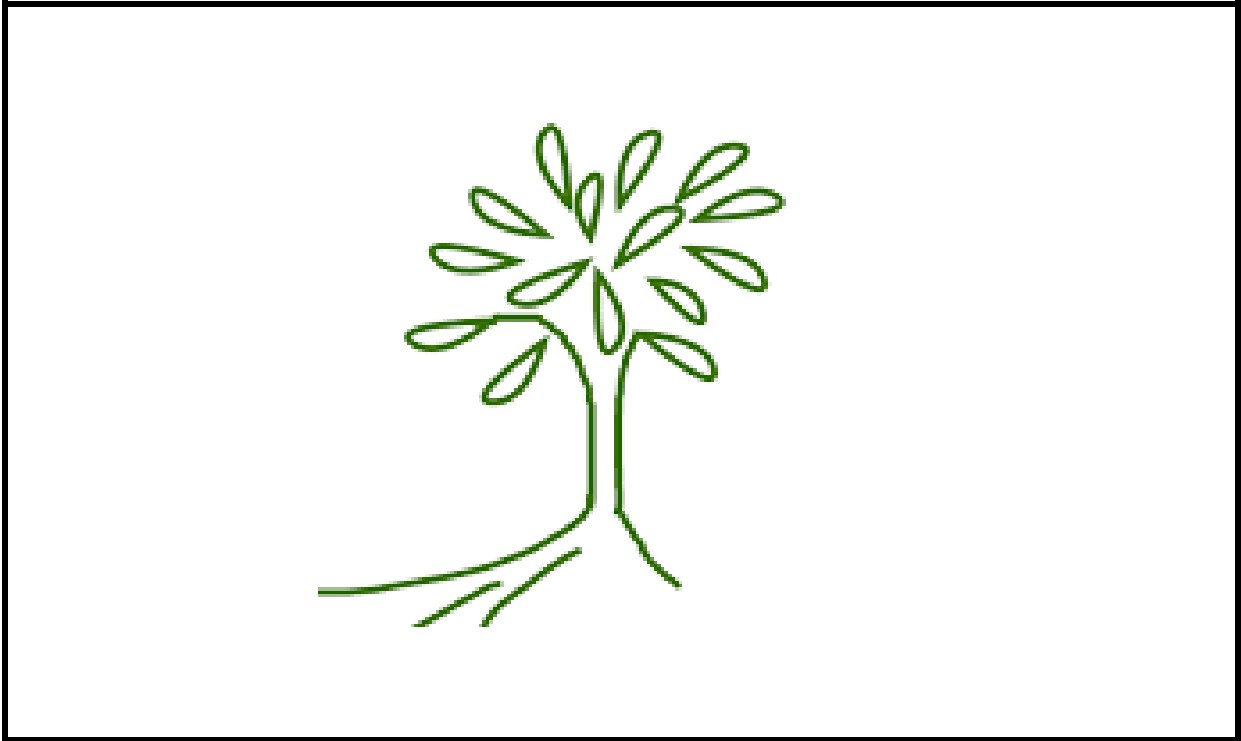
- *Internal (for example, if you are conflicted about whether or not to do your homework or hang out with your friends)*
- *External (for example, if you get into a yelling match with your family member over whether or not you can go to a movie)*

How would you define conflict? What words, images, or ideas come to your mind when you hear the word conflict? Write or draw what comes to mind in the box below.

Conflict is a natural part of being human and interacting with other people on a day-to-day basis. It's true that when left alone, conflict typically does not resolve itself and unmanaged (or poorly managed) conflict can create emotional distance between people and destroy trust. However, the good news is that we can learn to work through conflict and bring about good, constructive change.

In this workshop, we are going to learn together about what conflict is, where it comes from, and how we react to it. Most importantly, we will acquire knowledge and tools to help us handle conflict in a way that moves conflict toward a more positive outcome.

THE ROOTS OF CONFLICT



Roots of Conflict

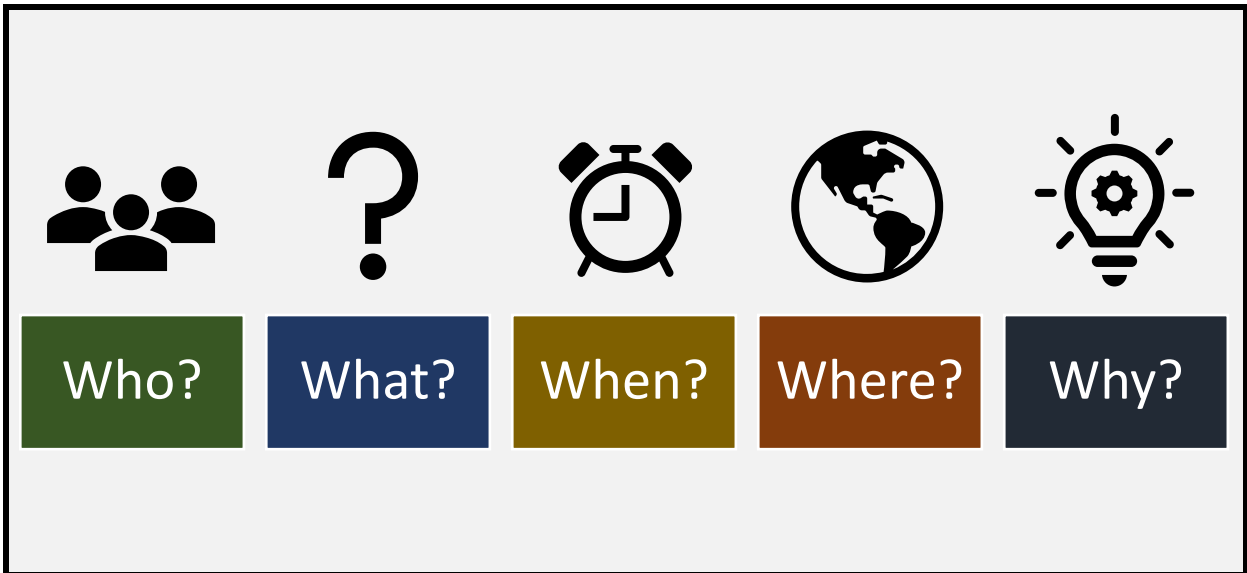
Conflict has 3 main roots:

- Personality differences
- Disagreements
- Misunderstandings

Knowing these roots helps us understand what is happening to and around us when we find ourselves in conflict.

1. Write the names of the three main sources of conflict on the roots in the picture above.
2. On the leaves, write the results of unresolved conflict.
3. Add whatever images, colours or words you would like around your tree.

THE 5 W'S OF CONFLICT



Who?

Everyone has to deal with conflict.

What?

A conflict is a disagreement or a difference of opinion that leads to tension.

When?

Conflict is a natural part of relationships, so there is never going to be a time when you will be completely conflict free.

Where?

Anywhere where you interact with others – at home, school, in your friend group, at your job, and many more places.

Why?

There are many sources of conflict, but the three main sources or “roots” of conflict are

_____, _____, and _____.

When people do not have the skills to resolve conflict, it can escalate.

Think about a recent conflict you are comfortable talking about. It might be with a friend, a teacher, a family member, or a boss. Take some time to think about what was happening in the situation. Use the space below to jot down your thoughts. You can use pictures, images, or words.

5 W's of Conflict:

<p>What happened?</p>
<p>When did it happen?</p>
<p>Where did it happen?</p>
<p>Who was there?</p>
<p>Why do you think it happened?</p>

PLACES OF CONFLICT

Conflict Within Myself

When hard things happen in our lives (like break-ups, failing a class, or health problems), we feel the conflict within ourselves.

- This is an inner struggle – nobody knows about it unless we choose to share it.
- Even if we don't share these conflicts, they can affect our attitudes and moods.

My best friend just moved away and now I feel lonely a lot. I want to make new friends, but I'm scared that will mean I'm replacing my best friend.

Conflict with Another Person

People are unique. We don't all think alike, believe the same things, or communicate in the same manner. We all have our own opinions, likes, dislikes, ideas, and preferences.

- This conflict is between two people.
- This type of conflict includes differences of opinions, personality differences, and misunderstandings between individuals.

My boyfriend really doesn't like trying new foods, but I'm sick of eating at the same restaurant every week and it causes an argument every time we want to go out to eat.

Conflict Within My Group

Sometimes whole groups of people choose to behave aggressively towards someone in their group. This negative behaviour sometimes becomes accepted and the norm.

- Someone becomes the scapegoat, who is harassed or teased by the group.

One kid in my class keeps his head shaved and the whole class makes fun of him and calls him "bald." I don't think he deserves to be teased but I'm scared to speak up, because then the group might make fun of me.

Conflict Between Groups

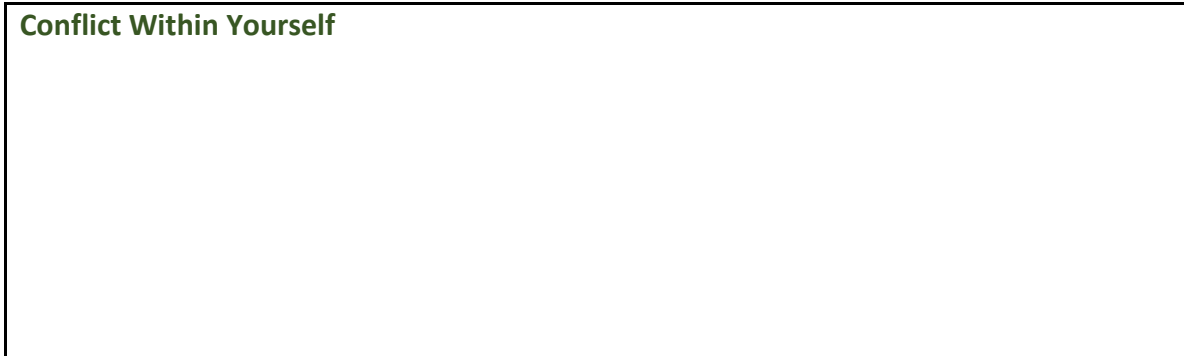
This type of conflict is fostered when a group chooses to highlight their similarities with each other, and at the same time magnify the differences with another group.

- The groups in conflict build their sense of security by tearing down another group.
- The struggle may express itself in relational breakdown or stereotyping.

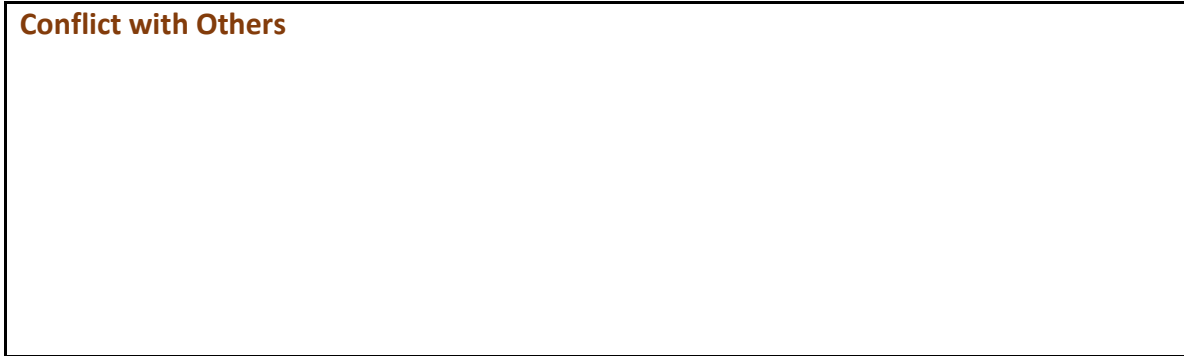
The vocal jazz group I'm in at school always prides itself on being better than the singers who are in choir because you have to audition to join. We have a musical movie night every weekend, but we never invite anyone who is in choir and not vocal jazz. Last weekend, someone from the choir asked to come, and one of our members told her the movie night is only for "real singers."

Provide examples for each of the places of conflict below. You may use magazine pictures, words, or images to complete the page.

Conflict Within Yourself



Conflict with Others



Conflict Within a Group



Conflict Between Groups



REACTING TO CONFLICT

Flight – I lose, and you win.

Thoughts

We tell ourselves that we are not going to be heard or cared for, so we do not want to offer any ideas or share our feelings. We resign ourselves to an outcome of the conflict we will not like.

Actions

Our top priority is to get away from the conflict. We will work really hard to remove ourselves from the tension. Sometimes we can physically remove ourselves, and other times we disconnect our mind from what is happening.

Fight – I win, and you lose.

Thoughts

We do not think that we are going to be heard or cared for, so we will take care of the situation on our own. We become defensive and think only about our needs and wants.

Actions

Our goal is to make sure we come out on top. We will do whatever it takes to make sure that we get our way. We become aggressive, often raising our voices and/or talking over the other person.

Focus – We can both win.

Thoughts

When in focus mode, we know that our needs and wants are as valid as the needs and wants of others. We try to think about what we can do to make all those involved feel pleased about the outcome.

Actions

When we are in focus mode, we want to treat others with respect and kindness, even if we are in conflict with them.

Think of a conflict you witnessed this week. How did the people involved react? Did they use fight, flight, or focus? What was the outcome? What could the outcome have been if they had responded differently?

WHAT'S HAPPENING IN YOUR LIFE?

What conflicts do you have at school? What do you think is the cause?

What conflicts do you have at home? What do you think is the cause?

What conflicts do you have in the community? What do you think is the cause?

Which conflicts are the hardest to deal with? Why?

What do you usually do in a conflict? Do you use fight, flight, or focus? What do you say? How do you act? What do you think?

Do you think the way you behave in conflict is helpful? Why or why not?

FIND YOUR CONFLICT STYLE

On a scale of 1-5, indicate how these statements reflect your actions and feelings when dealing with conflict.

1 – Never 2 – Seldom 3 – Sometimes 4 – Frequently 5 – Very Often

- ___ 1. I try to stay away from heated situations.
- ___ 2. I try to get people to think as I do.
- ___ 3. I try not to step on anybody's toes.
- ___ 4. It's best if I help someone because they'll help me later on.
- ___ 5. Let's sit down and talk about this.
- ___ 6. It's best to keep quiet.
- ___ 7. Using force increases my chance of winning.
- ___ 8. I tell the other person what they want to hear.
- ___ 9. Better to compromise and get part of what I want instead of getting nothing.
- ___ 10. Everyone should be heard, even if it takes a long time.
- ___ 11. Stay away! Those who hide live to see another day.
- ___ 12. I know I have won if my enemies have run away.
- ___ 13. Use kind words and no one will get mad at you.
- ___ 14. Give a little, take a little.
- ___ 15. I consider and listen to all sides before making a decision.
- ___ 16. Stay away from people who think differently than you.
- ___ 17. The only way to not look stupid is to be right.
- ___ 18. I give up my wishes for others.
- ___ 19. I try to give a little if the other person will do the same.
- ___ 20. I tell the person my ideas and ask for theirs as well.

- ___ 21. It is best to let others worry about their own problems.
- ___ 22. If you keep arguing long enough, the other person will give in.
- ___ 23. If it makes other people happy, I won't disagree with their views.
- ___ 24. I usually suggest a middle ground – I like to meet in the middle.
- ___ 25. When a conflict is out in the open and people talk, a solution can be found.
- ___ 26. I don't take sides if it might create an argument.
- ___ 27. Once I say something, I will not change my mind.
- ___ 28. I try to make others feel all right.
- ___ 29. It's best to find a fair combination of gains and losses for both of us.
- ___ 30. I am concerned with satisfying all of our wishes and concerns.

Scoring

Write the number you wrote for each statement onto the blank below. Total the columns; the highest score is your preferred method of dealing with conflict.

Withdrawer	Forcer	Smoother	Compromiser	Collaborator
___ 1.	___ 2.	___ 3.	___ 4.	___ 5.
___ 6.	___ 7.	___ 8.	___ 9.	___ 10.
___ 11.	___ 12.	___ 13.	___ 14.	___ 15.
___ 16.	___ 17.	___ 18.	___ 19.	___ 20.
___ 21.	___ 22.	___ 23.	___ 24.	___ 25.
___ 26.	___ 27.	___ 28.	___ 29.	___ 30.
___	___	___	___	___
TOTAL	TOTAL	TOTAL	TOTAL	TOTAL

(Adapted from the Thomas-Kilmann Conflict Styles Tool)

CONFLICT STYLES

The Withdrawer

- A person with this style stays away from conflict.
- This style often feels helpless and hopeless. They assume that withdrawing and ignoring the conflict is the best thing to do.
- A person using this style finds it easier to pretend conflict doesn't exist than to talk about the problem.
 - Positives: Brings the tension down for us and for the other person.
 - Negatives: When we walk away from conflict, we make others feel like we do not care and issues are left unresolved.
 - Use when: People need to cool down, you don't have time to deal with the conflict, or when there are more important issues that are pressing.

The Forcer

- A person with this style knows what they want.
- A person using a forcer style often tries to overpower opponents by insisting that their solution is the only one.
- This style always strives to get their way no matter the cost.
 - Positives: Useful when something needs to get done fast or it is a moral issue (example: standing up for someone being bullied).
 - Negatives: When used too often, it can lead to hurting people and relationships.
 - Use when: The relationship is not important, in emergencies, or when dealing with moral issues.

The Smoother

- For people with this conflict style, maintaining relationships is most important.
- A smoother wants to be accepted by others and will ignore their own needs in order to take care of others.
 - Positives: Promotes relationships. This style is reasonable and flexible.
 - Negatives: Often loses sight of the goal or task because they are too concerned about what others want or need.
 - Use when: You see that you are wrong or when the issue is not very important to you.

The Compromiser

- A person with this style seeks middle ground.
- This style wants to end conflict as quickly as possible.
- A person using a compromiser style is willing to lose a little, as long as they get a little in return.
 - Positives: Open to compromise and good at separating the people from the problem.
 - Negatives: They can often miss opportunities for creative solutions that would better meet everyone's needs.
 - Use when: You need to make a quick solution or when your goals are of moderate importance.

The Collaborator

- The collaborating style attempts to fully achieve both parties' goals.
- This style likes to gather all the information from all sides before making decisions.
- A person with this style is concerned that everyone is heard and that everyone feels good about the situation.
 - Positives: The emphasis is on cooperation so the conflict doesn't escalate. It stays at the problem-solving level.
 - Negatives: These people can take too long, which can lead others to become frustrated about the length of the solution process.
 - Use when: The relationship and goals are of high importance or when future trust and cooperation are needed.

THE PATH OF CONFLICT

Signpost 1: Together We Can Solve the Problem

- I care about the relationship and want to solve the problem.
- I can disagree with someone but also own my part in the problem.
- Together we will look for a solution.

Signpost 2: They Are the Problem

- The other person is the problem.
- I start to believe that I play no part in the conflict and that the problem is all the fault of the other person.
- I don't trust the other person to work at fixing the problem.

Signpost 3: Everything About Them Is a Problem

- I see all kinds of problems with the other person.
- It does not matter what the other person does at this point because everything about them is annoying.
- I don't want to talk to the other person about the problem.

Signpost 4: Gossip Talk

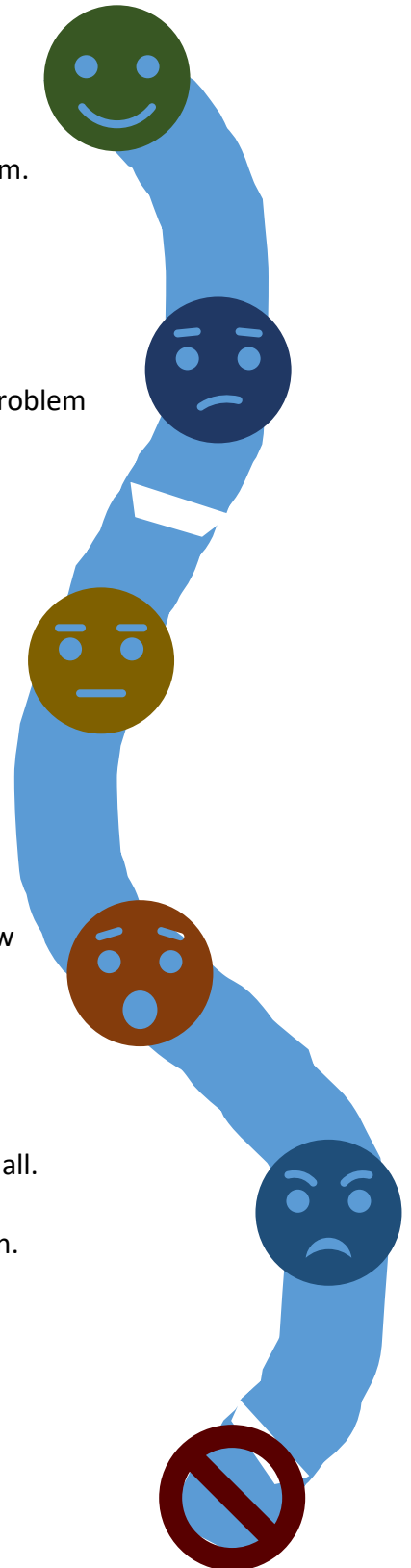
- I want to talk negatively about the other person.
- I will find people to hear my side of the story and agree with how annoying the other person is.
- The more dirt I can dig up on the other person, the better.

Signpost 5: Make Your Life Miserable

- I avoid the person and will not be around them if I can help it at all.
- My anger and frustration are out in the open.
- I take advantage of opportunities to get back at the other person.

Signpost 6: Leave Me Alone

- The friendship or relationship ends.
- There is no communication.
- I stay as far away from the person as I can.



HELPFUL RESPONSES – SOME TIPS

When you find yourself in a difficult situation, your response has the potential to shape what happens. Your response can play a part in moving the situation in a more positive direction. If you understand that even people who bother you are good human beings and treat them as such, you will have much better success in reaching a positive outcome.

Here are some tips to keep in mind the next time you find yourself facing a conflict:

1. Prepare

If you find yourself in a pattern of conflict with someone, you have the opportunity to prepare for the next time it happens. Think about how you could respond in a helpful manner.

2. Breathe

When faced with conflict, we can be taken off guard and become stressed. Taking a breath gives you a moment to calm down and helps you think clearly. Try breathing in deeply, expanding your stomach and exhaling from your chest, and breathing in through your nose and out through your mouth.

3. Positive Messages

In the heat of the moment, we sometimes can't think of what to say or have negative thoughts race through our mind such as, "I can't deal with this" or "I won't be able to solve this." These negative messages discredit our own abilities, so take a moment instead to give yourself an affirming message such as:

- *I can stay calm.*
- *I can do this.*

4. Watch Your Tone

How we say something matters as much as what we say. Be aware of your tone of voice. You don't want to respond to conflict in a voice that is quiet and timid or raise your voice or start shouting. Instead, make sure your voice is calm and steady.

MISUNDERSTANDINGS

A common source of conflict is misunderstanding – when someone says or does something that is understood or interpreted incorrectly by someone else.

In communicating, there is the *actual message* consisting of what we say and what we do. This is the part of our message that is “out there.” Based on the actual message, others try to understand our intent and give meaning to what we have said or done. Misunderstandings occur when the intention of our message does not match the assumption made about the message.

Using the table below, reflect on a recent conflict you were involved in or witnessed and explore the possibility that some of the assumptions made about what was said or done were not what was intended.

The Situation	What They Do	What I Think and What I Do	What Was Really Going On
I walk by a group of people in the hallway during break.	Someone laughs.	I think they are laughing at me and I give them a nasty look and make a rude comment.	Someone told a joke as I walked by and the group was laughing at the joke.
A friend is having a party on Saturday.	I am not invited.	I feel hurt that they purposefully exclude me and decide that I will pay them back.	They forgot to invite me.
I am talking with a group of friends.	Someone in the group sighs and looks away.		

TWO SIDES TO A CONFLICT

There are always two sides in a conflict. It is helpful to remember that the other person has their own feelings and perceptions, which may be very different from yours.

When a conflict has occurred, it is helpful to be aware of how it affects us emotionally. At the same time, it is equally helpful to try to understand how the other party was affected by the situation. In stretching our thoughts beyond ourselves, we begin to see a bigger picture.

Think of a conflict you have had in the past week. What was it? _____

Emotions of Conflict

Circle the words that best describe how you were feeling about your conflict.

devastated	guilty	helpless	overwhelmed
embarrassed	angry	frustrated	shocked
disappointed	surprised	worried	ashamed
hopeless	insecure	sympathetic	regretful
remorseful	tired	useless	worried
violated	miserable	bitter	sick
distrustful	furious	hateful	outraged
afraid	fearful	scared	threatened
hysterical	optimistic	depressed	confused
lonely	suspicious	irritated	sure
sad	indifferent	relieved	cautious

Practice: Seeing the Other Side

The Stain

Your Side

You borrowed a sweatshirt from a friend and stained it. You tried everything to clean it, but the stain on the front just won't go away. You gave it back to her at school the other day, but she was too busy to talk about it at the time. Now you are thinking maybe you should just leave it alone. She hasn't said anything and maybe it's not a big deal to her.

You feel... _____

You say... _____

The Other Side

You lent a special sweatshirt to a friend. She returned it with a big stain on it. You have tried everything to get rid of it, but it just won't go away. You thought she would take better care of it and are surprised that she just gave it back to you without even saying something.

You feel... _____

You say... _____

The Movie

Your Side

You really want to see the latest Spider-Man movie and it just came out yesterday. You have read all the reviews and are a big fan of the main actor. But you realize your wallet is misplaced half an hour before you need to leave. You ask your dad for a few bucks and promise you'll pay him back. He refuses and says you need to find your wallet. You can't believe he is being such a jerk.

You feel... _____

You say... _____

The Other Side

Your son, who is constantly misplacing things, comes to you and says he can't find his wallet. He is asking for a couple of bucks. You tell him he should really look and find it. You hope this will teach him a lesson.

You feel... _____

You say... _____

Using your own conflict from page 19, how do you think the other person might have felt?

5 STEPS TO RESOLVE CONFLICT

We are going to look at a five-step process to help us work through conflict. First, we will briefly talk about each step. Then, you will explore each step further through hands-on practice. In reality, the steps will flow from one to another.

- Step 1: Invite and Listen**
- Step 2: Say It Back**
- Step 3: Question**
- Step 4: “I” Messages**
- Step 5: Finding Solutions**

Step 1: Invite and Listen

Your goal as a listener is to fully understand the other person’s experience and point of view. Through both spoken and unspoken means, you can express your sincere interest in understanding the person who is sharing.

Listening Tips:

- Focus on what the person is saying, not your response.
- Don’t interrupt – wait for the other person to pause before you say anything.
- Maintain comfortable eye contact.
- Make your body language open and nonthreatening: face the person and don’t cross your arms.
- Speak calmly and at a reasonable volume.

Practice Step 1: Invite and Listen

Find a partner. Your partner should act upset at you. Your partner does not need to respond to you. Your job is simply to approach and open the conversation with an invitation to talk. Follow the listening tips listed above. You can read one of the statements below or make up your own.

- “I’d like to talk with you and want to hear your side of the story.”
- “Tell me how you are feeling about this?”
- “What was your experience the other day?”

Step 2: Say It Back

When people are angry with us, it is helpful to listen and repeat back what they have said to us. You want to make sure you have heard correctly what is being said. Saying back what you have heard in your own words can help you make sure you understand what the person meant to say. It shows the other person you are truly listening to them and are trying to understand their perspective. It also gives them a chance to cool down.

Repeat Content

Verbalize what you understand to be the general intent of their message. Do not worry about getting it exactly right – just listen and repeat back what you heard in your own words.

For example: You ask your dad for a few bucks to go to a movie. He raises his voice and tells you to find your wallet. You might say it back to him in the following way:

It sounds like you don't want to lend me the money.

Repeat Feelings

If you can name the feelings that come along with the message, include them as well.

For example: You ask your dad for a few bucks to go to a movie. He raises his voice and tells you to find your wallet. You might say it back in the following way:

It sounds like you don't want to lend me the money (content) and are annoyed that I can't find my wallet (feeling).

Practice Step 2: Say It Back

A friend says: "I can't believe you went over to the party last night and didn't even tell me. You have no idea how hurt I am right now."

Your mom says: "Your room is still a mess. I'm so fed up when you don't do what you promise."

Your boyfriend/girlfriend says: "Stop telling me what to do. I don't want to hang out with your friends. I'm sick of you always trying to control what I say and do!"

Step 3: Question

Our goal in asking questions is to find out what is really going on and to let the other person know we are there to listen and to work with them to find a solution. But some types of questions are more useful than others. There are two main types of questions:

1. Closed-ended questions. Closed questions are not very helpful because they only need a short phrase or a “Yes” or “No” response. For example: “Are you angry?”

Below are some ways for you to identify a closed-ended question. Closed-ended questions are:

- Easy to answer
- Usually give you only facts
- Only require a short response

2. Open-ended questions. Open questions are helpful because they invite a longer response and encourage the other person to speak their mind. Open-ended questions are questions to which you cannot answer “Yes” or “No.” For example: “How do you feel right now?”

Below are some ways for you to identify an open-ended question. Open-ended questions:

- Require reflection to answer
- Will give you thoughts and feelings

Practice Step 3: Question

Look at the list below and write O for open-ended, and C for closed-ended questions.

1. Are you upset? _____
2. Can you describe what your teacher is like? _____
3. Did you want that to happen? _____
4. What were you hoping would happen? _____
5. What is it like where you live? _____
6. Where do you live? _____
7. So, you want to drop the class? _____
8. Are you okay with me coming along? _____
9. How would you feel about me coming along? _____
10. Would you like me to leave you alone? _____
11. Could you tell me what happened? _____
12. Do you like your teacher? _____

Step 4: "I" Messages

It is easy to get upset and start blaming the other person for their part while in the midst of conflict. This usually results in the other person becoming defensive or getting mad at us. Our aim in step 4 is to communicate how their behaviour is affecting us or making us feel, without making the other person react negatively.

You can accomplish this aim by using "I" messages to share how you are feeling. When you use "you" messages, the level of tension usually rises. "You" messages lay blame and can cause the other person to feel accused.

A good "I" message has three parts: feeling, action, and expectation.

- I feel (felt) _____ (feeling)...
- ...when you _____ (action).
- What I'd like is _____ (expectation).

Practice Step 4: "I" Messages

Please write out a response to the following situations using an "I" statement.

1. You and a classmate have been assigned to work on a project together. You met with her immediately. At the time, both of you agreed on who will do what to get the assignment done, but she has not been doing her share of the work and you are being slowed down as a result. To make matters worse, she has been avoiding you. The project is in danger of not being completed, which will probably jeopardize your chances of passing the class. You are angry and frustrated, so you decide to talk to your classmate.

- I feel (felt) _____ (feeling)...
- ...when you _____ (action).
- What I'd like is _____ (expectation).

2. Your friend has been spending a lot of time with you and your girlfriend. Lately he has asked you a lot of questions about her. The other night he even hinted that you should both find out where she is and what she is up to. Recently you noticed him flirting with her and you're starting to feel uncomfortable with the situation. He's a good friend and you want to talk with him.

- I feel _____ (feeling)...
- ...when you _____ (action).
- What I'd like is _____ (expectations).

DEALING WITH HURTFUL BEHAVIOURS

Gossip

Usually gossip involves the creation and repetition of rumours regarding an individual who is not present to offer their side of the events. Gossip is intended to convey a negative image of an individual.

How Do I Respond?

- Be firm and direct—inform the gossiper that you have been made aware of gossip that has been directed at you.
- State what you have heard and how you perceive the information. Put forth your side of the story and ask the gossiper to stop spreading untruths.
- Often confronting a gossiper in this direct manner is enough to alert them and get them to stop.

Hurtful Verbal Comments

Hurtful verbal comments typically take the form of making fun of physical features or behaviours of others. These comments are made with the intention to be heard by the person the comments are directed toward.

How Do I Respond?

- Remember, it is NOT your fault.
- Speak firmly and tell the person that you do not like their behaviour and that they need to stop.
- Although it is easier said than done, keep your cool. By not responding, you remove some of the reactions that encourage this type of bothersome behaviour.
- If the same person continually bothers you, do your best to stay away from them.

*Ongoing Conflict

If you are feeling overwhelmed as a result of conflict, you should get help. Find a trusted adult (family member, teacher, neighbor, etc.) you can talk with. As hard as it is, you will need to share your feelings and thoughts. If they do not listen or if they belittle your experience, tell them this is hard for you and that you need help. If they are still not willing to listen, find someone else who will!

POSITIVE RESULTS OF WORKING THROUGH CONFLICT

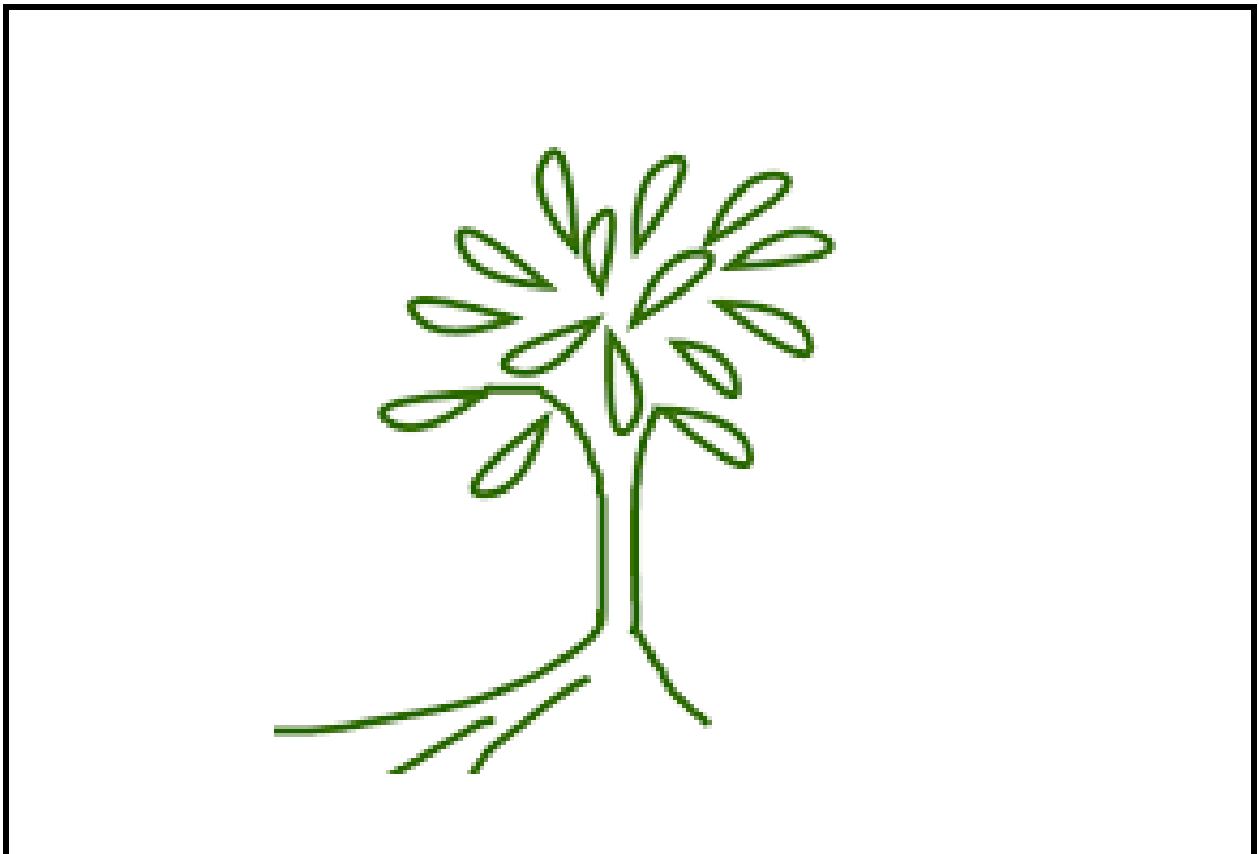
Results of Resolved Conflict

Create another tree or any image you like that represents the positive results of resolved conflict. On the roots you may write some of the helpful tools, tips, and steps to resolve conflict that we have learned here today. On the leaves you may write the positive outcomes of working through conflict.

Some of these might include:

- We work together.
- We learn to trust each other.
- We learn new ways to respond to each other.
- We come to understand each other.
- We meet our own wants and needs.

You can use the tree template provided or you can draw your own image on page 30.



CTRI WORKSHOPS AND SERVICES

Training

Our training is available in public (open workshops that anyone can attend), on-site (on-location, right where you are), live stream and webinar formats (access training right from your computer, from any location). Below is a **sample** of the 50 different workshops we offer. For a complete list of the training we offer, please visit our website.

Trauma and Crisis Response Workshops

- Crisis Response Planning
- Critical Incident Group Debriefing
- Trauma – Strategies for Resolving the Impact of Post-Traumatic Stress
- Trauma Informed Care – Building a Culture of Strength
- Vicarious Trauma – Strategies for Resilience
- Walking Through Grief – Helping Others Deal with Loss

Counselling Skills Workshops

- Anxiety – Practical Intervention Strategies
- Brief Focused Counselling Skills – Strategies from Leading Frameworks
- Cognitive Behavioural Therapy – Tools for Thinking Differently
- Depression – Practical Intervention Strategies
- The Ethics of Helping – Boundaries and Relationships
- Mindfulness Counselling Strategies – Activating Compassion and Regulation

Children & Youth Issues Workshops

- Addictions and Youth – Substances, Technology, Porn
- Challenging Behaviours in Youth – Strategies for Intervention
- Gender and Sexual Diversity in Youth
- Mental Health Concerns in Children and Youth
- Play Therapy – Tools for Helping Children and Youth
- Self-Injury Behaviour in Youth – Issues & Strategies

Addictions & Mental Health Workshops

- Addictions and Mental Illness – Working with Co-occurring Disorders
- Borderline Personality Disorder – Understanding and Supporting
- Harm Reduction – A Framework for Change, Choice and Control

Violence and Restorative Justice Workshops

- De-escalating Potentially Violent Situations™
- Restorative Justice – Guiding Principles for Communities and Organizations
- Violence Threat Assessment – Planning and Response

Disability Support

- Autism – Strategies for Self-Regulation, Learning and Challenging Behaviours
- Fetal Alcohol Spectrum Disorder – Strategies for Supporting

Member Plan

CTRI offers a membership plan that provides the member with unlimited access to our on-demand webinars for \$12.99 a month. Member benefits include:

- Unlimited access to all pre-recorded webinars whenever and however often you want. New content added throughout the year.
- Notification of special discounts and promotions on products and public workshops only available to members

Consulting Services

CTRI's consulting services are designed to help individuals, caregivers, communities and organizations prevent and cope with unfortunate and distressing events. To explore how to implement these services, please contact us to discuss your needs in more detail.

- Clinical Consultation
- Crisis Response Team and Plan Development
- Critical Incident Group Debriefing
- Disability Support – FASD and Autism Consultation
- Mediation – Conflict Resolution
- Suicide Prevention Plan Development
- Violence Risk Assessment and Planning

Assessment Tools

CTRI Assessment Tools help leaders and organizations have thoughtful and proactive discussions related to a variety of topics and issues. Each Assessment Tool Package includes one Facilitator's Guide and 25 copies of the Assessment Tool questionnaire.

- Wellness Assessment Tool
- Workplace Violence Assessment Tool
- Emergency Preparedness Assessment Tool

Books

Through our ACHIEVE Publishing division, we have three book titles available for purchase:

- *Counselling Insights – Practical Strategies for Helping Others with Anxiety Grief and More*, edited by Vicki Enns and written in collaboration with eight of CTRI's trainers.
- *The Culture Question – How to Create a Workplace Where People Like to Work* by Randy Grieser, Eric Stutzman, Wendy Loewen and Michael Labun
- *The Ordinary Leader – 10 Key Insights for Building and Leading a Thriving Organization*, by Randy Grieser