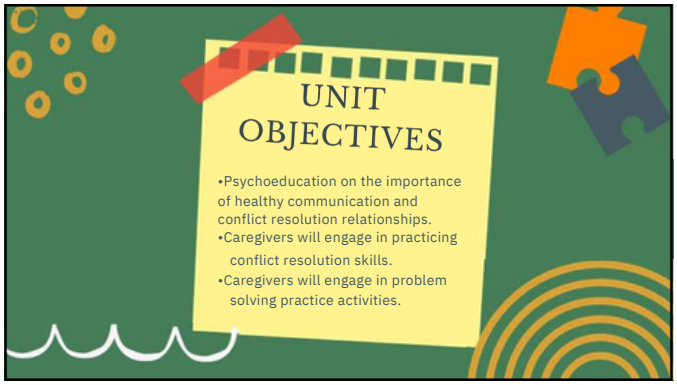

UNIT 5
YOUR ROLE IN FACILITATING CHANGE:
Conflict Resolution & Problem Solving

1


HOUSEKEEPING
• CONFIDENTIALITY
• MANDATED REPORTERS
• YOUTH CONFIDENTIALITY & PRIVACY
• FAMILY COMMUNITY SUPPORT
• CHECK-IN

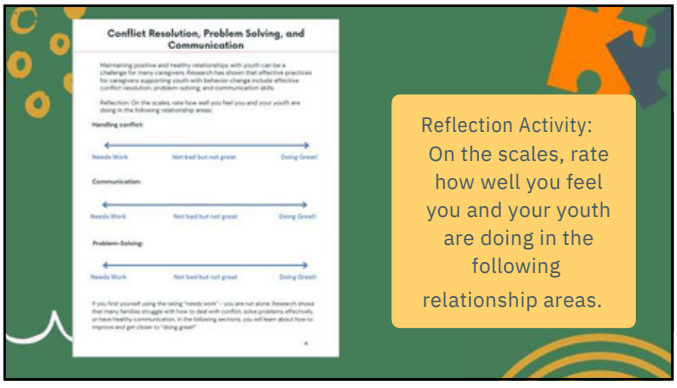
2


UNIT OBJECTIVES
•Psychoeducation on the importance of healthy communication and conflict resolution relationships.
•Caregivers will engage in practicing conflict resolution skills.
•Caregivers will engage in problem solving practice activities.

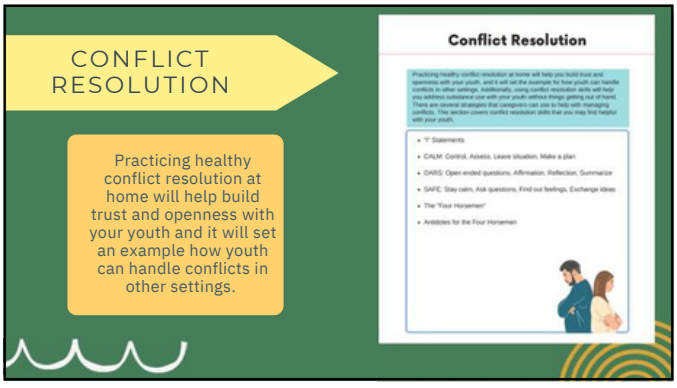
3


hello
UNIT OVERVIEW
Conflict Resolution
Conflict Resolution Skills
Problem Solving

4


Conflict Resolution, Problem Solving, and Communication
Reflection Activity:
On the scales, rate how well you feel you and your youth are doing in the following relationship areas.

5


CONFLICT RESOLUTION
Practicing healthy conflict resolution at home will help build trust and openness with your youth and it will set an example how youth can handle conflicts in other settings.
Conflict Resolution

6

CONFLICT RESOLUTION SKILLS:

1. "I" Statements
2. CALM
3. OARS
4. SAFE
5. the "Four Horesmen"

7

EMOTIONAL WELLBEING: WELLNESS CHECK



FEELINGS WHEEL

FRIENDLY REMINDER:
IT IS IMPORTANT TO MONITOR YOUR EMOTIONS AND CHECK-IN ON HOW YOU ARE FEELING.

8

CONFLICT RESOLUTION SKILL #1: "I" STATEMENTS

Caregiver Reflection:
When you were a youth, did your parents/guardians blame or shame you for your behavior? If so, how did that make you feel?
Note: there is no right or wrong answer to this question.



9

CONFLICT RESOLUTION SKILL #2: CALM

Think of CALM as a "time out" for yourself to process your thoughts and emotions.

A positiveway to model for your youth to take a break if needed before talking about conflicts.

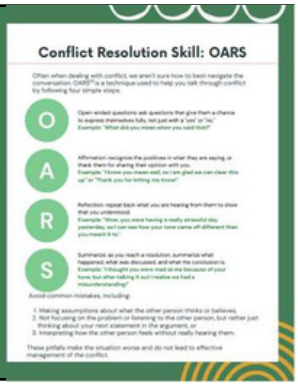


10

CONFLICT RESOLUTION SKILL #3: OARS

Caregiver Reflection:
When you were a youth, did your parents/guardians make assumptions or interrupted you when you were talking about a problem or situation?

How did you feel at that moment?



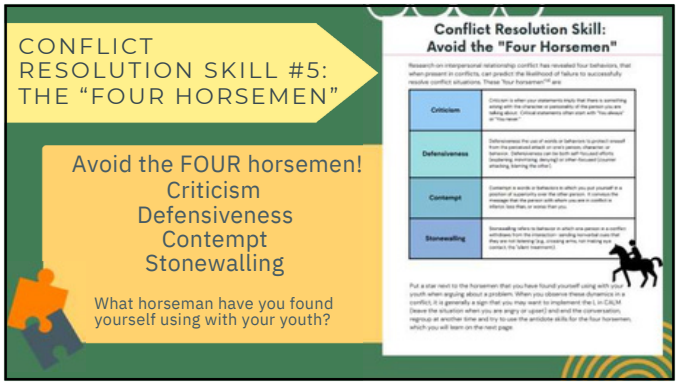
11

CONFLICT RESOLUTION SKILL #4: SAFE

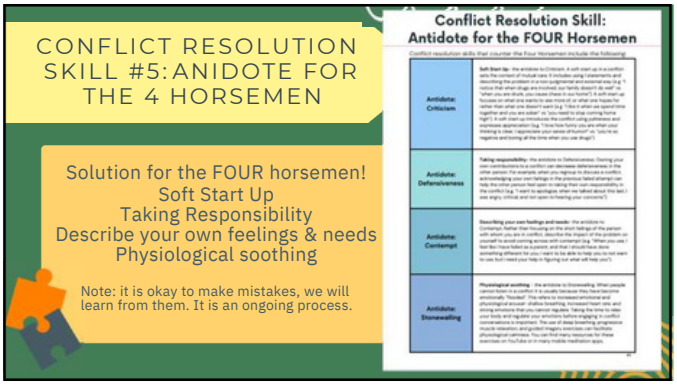
Caregiver Reflection:
Reflect on conflict resolution techniques you have learned so far and select one or two that will be effective to use with your youth?



12


CONFLICT RESOLUTION SKILL #5: THE "FOUR HORSEMEN"
Avoid the FOUR horsemen!
Criticism
Defensiveness
Contempt
Stonewalling
What horseman have you found yourself using with your youth?
Conflict Resolution Skill: Avoid the "Four Horsemen"
Criticism
Defensiveness
Contempt
Stonewalling

13


CONFLICT RESOLUTION SKILL #5: ANIDOTE FOR THE 4 HORSEMEN
Solution for the FOUR horsemen!
Soft Start Up
Taking Responsibility
Describe your own feelings & needs
Physiological soothing
Note: it is okay to make mistakes, we will learn from them. It is an ongoing process.
Conflict Resolution Skill: Antidote for the FOUR Horsemen
Antidote: Criticism
Antidote: Defensiveness
Antidote: Contempt
Antidote: Stonewalling

14


Stanford MEDICINE
REACH Lab
POST/AFTER SURVEY
YOU AND ME TOGETHER VAPE FREE
Stanford MEDICINE
REACH Lab
https://qrco.de/REACH-LEARN

15