

## **Conflict Management Group**

### **Group 1                      How to Get our NEEDS/WANTS met?**

**When someone is upset with us there are 3 ways we can deal with this:**

**React (Act without thinking) —→ Usually this is aggressive = FIGHT**

**Sometimes this is passive = FREEZE**

**Sometimes this is passive = Avoidance**

**Respond (Act with thinking) —→ STOP:**

- **Tell what you're thinking**
- **Tell what you're feeling**

**Let's look at each one of these more closely:**

**Any time we want to get our needs met we have 4 choices on how to do this:**

1. **Passive**
2. **Passive Aggressive**
3. **Aggressive**
4. **Assertive**

#### **We can be PASSIVE**

**What does this look like?**

- **Is afraid to speak up**
- **Doesn't expect other people to meet their needs/wants**
- **Speaks softly**
- **Lies (doesn't tell the truth)**
- **Tells you what he/she "thinks" you want to hear**
- **Avoids looking at another person (no eye contact)**
- **Shows little or no expression**
- **Slouches and withdraws**

- Isolates self from others
- Agrees with others – despite how they really feel
- Pleads innocence all the time
- Values self less than they value others
- Hurts self to avoid hurting others
- Does not reach goals and may not even have goals
- “You’re OK, I’m NOT OK”
- Basically very selfish

## **5. Passive Aggressive**

- Silent Treatment
- Withholds feelings/thoughts
- Withholds affection/approval/compliments/affirmations
- Lies (doesn’t tell the truth)
- Gossips (Chadee)
- Tries to push others buttons (provoke)
- Spits in partner’s coffee
- Intentionally doesn’t do something to “get even”
- Spreads untruths about others

## **6. We can be AGGRESSIVE**

What does this look like?

- Interrupts and “talks over” others
- Speaks loudly (yells)
- Expects others to always meet their needs (give them what they want.)
- Glares and stares at others (direct, steady eye contact)
- Uses bad language
- Physical violence (pushing, shoving, hitting, use of weapon)
- Intimidates others with expressions (negative body language)
- Stands rigidly, crosses arms, invades other’s personal space
- Tries to control others
- Only considers own feelings, and/or demands of others

- Values self more than others
- Hurts others to avoid being hurt
- Reaches goals but hurts others in the process
- “I’m OK, but you are NOT OK”
- Basically very selfish

## **7. We can be ASSERTIVE**

What does this look like?

- Speaks openly
- Uses a conversational tone
- Makes good eye contact
- Shows expressions that match the message
- Relaxes and adopts an open posture and expression
- No judgment or criticism of others
- Participates in groups (does their share)
- Speaks to the point
- Values self equal to others
- Not selfish
- Tries to hurt no one – including themselves
- Usually reaches goals without alienating others
- “I’m OK, YOU’RE OK”

*Which is the most mature?*

*Who is the martyr?*

*Who is the wimp?*

*Who is the bully?*

*Who is the best team player?*

*Which person would have the best relationship potential?*

*Who is the most selfish?*

## Ticket 1

Welcomed Healing Harmony – Conflict Management group this morning and opened session with the Serenity Prayer. Introduced the topic of “getting our needs met.” Presented and discussed/processed with clients the difference between “reacting” and “responding” by teaching the following:

1. Reaction (acting without thinking) = Fright, Flight, Freeze.

Discussed how “reacting” can sometimes be appropriate, depending on the amount of danger we perceive, and the overall situation.

Types of communication skills used = passive, passive aggressive, or aggressive

2. Responding (acting with thinking) = assertive communication skills

To grow relationship, “responding” to another is a more helpful action and is more helpful in getting our needs met.

Group members gave feedback and examples to illustrate personal understanding of the topic as we all processed together.

### **Plan:**

- Explain and give details of passive, passive aggressive, aggressive, and assertive communication styles.

very attentive with today’s topic and willing to share with peers. Doing well.

## Ticket 2:

Welcomed conflict management group this morning and opened session with the Serenity Prayer. Introduced topic of “how to get our needs/wants met” by others. Discussed/processed different styles of achieving our personal needs:

1. Passive
2. Passive Aggressive
3. Aggressive
4. Assertive

Discussed how each of these “look” in real life behavior. Then talked about which style is the “high ground” or the most mature and offers the best outcomes.

### **Plan:**

- Next group explorer and understanding of the “why” of our behavior/choices.
- Each client completes an assertiveness inventory.

**Individual Note:**

- Client interested in today’s topic and actively participated in group processing/discussion. Good attitude.