

Conflict Management Group

Group 10

Practice Practice Practice!

To get really good with conflict management or dealing with difficult people, difficult issues, difficult differences, etc. we MUST

PRACTICE

PRACTICE

PRACTICE

Story Line:

The Difficult Client

It has been a difficult day as you sit in the front office at the housing authority, answering phones and trying to take messages and direct people to where they need to be. You just talked with two customers, who were a little irritated that their problems could not be solved quickly enough, but you calmed them down and they are waiting to talk to a supervisor about their problems. As you sit there just collecting your breath, you notice that someone is knocking on the counter next to your desk to get your attention. You look up and see a lady with a critical look on her face who immediately says to you "So I finally have your attention, do I? You can tell right now that she is not in a good mood and you think to yourself, "Not another upset person!" Then she says, "I've called several times and no one has answered the phone and all I've been getting is the run-around all week. The plumbing on my house is broken and needs to be fixed. How do I get people to do their jobs around here?" You now recognized the lady who is speaking. She is the sister of the most powerful person on the Tribal Council and you have heard that when she gets angry she tries to threaten the job of whoever she is mad at. You feel that feeling in your stomach that can't quite decide how you should feel: Angry? Afraid? Disrespected? And you know that you need to pay attention to her right now. So you ask her, "Who can I direct your questions to?" And she responds "Yea, like anyone here wants to help me."



STOP and ask yourself:

- 1. What am I feeling.....**
- 2. What am I thinking.....**
- 3. Am I going to “react” or “respond?”**
 - a. What will “reacting” look like?**

 - b. What will “responding” look like?**

You realize that now you are on the spot so you speak up and

Ticket:

Welcomed Conflict Management group this morning and opened session with the Serenity Prayer. Whole group today worked on role playing and practice of positive communication and listening skills. Group role played a scenario in dialing with a very difficult person who is abrasive and sarcastic. Group members encouraged to integrate what they have learned about diffusing conflict, positive and assertive communication skills, and positive and respectful boundaries. Good groups and they enjoyed the role playing.

Plan:

- Continue encouraging self awareness and emotional management of feelings.
- Continue role playing to solidify new conflict management skill development.

Individual Note:

actively participated with peers in the role playing exercise and demonstrated new skill acquisition.