

Conflict Management Group

Group 4 How to “Fight” nice!

4 Ways to Argue- Manage Conflict

Result	You	Partner-Other	Result
Feelings of superiority, control, satisfaction. Aggressive approach Relationship is harmed.	Win	Loose	Hurt, anger, resentment, dissatisfaction. Passive approach Relationship is harmed.
Hurt, anger, resentment, dissatisfaction. Passive approach Relationship is harmed.	Loose	Win	Feelings of superiority, control, satisfaction. Aggressive approach Relationship is harmed.
Hurt, anger, resentment, dissatisfaction. Passive approach Relationship is harmed.	Loose	Loose	Hurt, anger, resentment, dissatisfaction. Passive approach Relationship is harmed.
Feelings of Satisfaction and respect. Increased understanding. Assertive approach Relationship grows.	Win	Win	Feelings of Satisfaction and respect. Increased understanding. Assertive approach Relationship grows.

Scenario:

Your partner comes home 3 hours late from being out with friends. Choose 1 of the above options and act it out for the class.

Scenario:

Your best friend tells you “who do you think you are? Are you better than us?” Choose 1 of the above options and act it out for the class.

Ticket:

Welcomed Conflict Management group to today's morning session. Opened session with the Serenity Prayer. Proceeded to introduce discussion/process topic of how to manage conflict and disagreement in a nice (assertive) way. Identified 4 ways to argue. Then gave the group a scenario to act out using 1 of the 4 options/styles of conflict management and they role played what they had learned. Client really enjoyed this a lot and were able to demonstrate via role playing concepts learned. Good group work.

Plan:

- Continue encouraging acquisition of assertiveness skills for more health communication.
- Begin study/processing/discussion of emotional intelligence and how this influences relationship management.

Individual Note:

interested, attentive and related well with peers. Enjoyed today's group format.