

Healing Harmony - Conflict Management Group

Group 12 Time to WRAP IT UP! Let's REVIEW

What have we learned so far?

- **The style of communication that works best:**
 - **Passive**
 - **Aggressive**
 - **Assertive**
- **How to WIN an argument/conflict**
 - **Only with respect**

- **The value of really LISTENING to another person**
 - **Word**
 - **Body Language**
 - **How we speak**

- **Boundaries**

- **Self awareness and emotional intelligence**

The 5 Secrets of Effective Communication

LISTENING SKILLS:

- 1. The DISARMING technique:**
 - You find some truth in what the other person is saying, even if it seems totally unreasonable or unfair.
- 2. Empathy:**
 - You put yourself in the other person's shoes and try to see the world through his/her eyes.
 - **Thought Empathy:**
 - You paraphrase the other person's words.
 - **Feeling Empathy**

- You acknowledge how he/she is probably feeling.

3. Inquiry:

- You ask gentle, probing questions to learn more about what the other person is thinking/feelings.

SELF-EXPRESSION SKILLS:

4. "I feel" Statements

- You use "I feel" statements such as "I feel upset," rather than "you" statements, such as "You're wrong!" or "You're making me mad!"

5. Stroking:

- You find something genuinely positive to say to the other person, even in the heat of battle.
- You convey an attitude of respect, even though you may feel very anger with the other person.

Ticket :

Welcomed Healing Harmony- conflict Management group this morning and opened session with the Serenity Prayer. Spent a few minutes processing how the Holiday went and how "conflict" situations were negotiated by clients. Spent time talking about 5 elements of effective communication:

Listening Skills:

1. Disarming technique.
2. Empathy.
3. Inquiry.

Self-Expression skills:

4. "I feel" Statements"
5. Stroking.

Group discussed what each of these mean to them and how this would look in conflict situations in their lives. Good group sharing/discussion with much humor involved.

Plan:

- Next session is Wrap – UP and closure of this Cognitive program.
- Certificates of attendance.
- Satisfaction survey and course eval.

Individual Note:

interested and interactive with peers and facilitator. Becoming more assertive in presenting opinions and ideas. Doing well.