

Healing Harmony -Conflict Management Group

Orientation to Conflict 101

What is Conflict?

What's the difference between "conflict" and "disagreement"?

A conflict is more than just a disagreement.

- It's a situation in which one or both parties perceive a threat (whether or not the threat is real).

Conflicts continue to fester when ignored.

- Because we do not like to feel "threatened" a conflict will stay with us until we face and resolve them.

We respond to conflict based on our perception of the situation

- not necessarily what's really happening.

Our perceptions are influenced by

- Our life experiences
- Our culture
- Our values
- Our beliefs
- Conflicts trigger strong emotions.
 - If you aren't comfortable with your emotions – managing conflict will be difficult if not impossible.
- Conflicts are opportunities for growth.
 - When you resolve conflict in a healthy way, your relationship becomes stronger. Trust is built.
 - You can feel secure knowing your relationship can survive challenges and disagreements.
- Good conflict management will turn an obstacle (a tall mountain) into an opportunity (a small hill).

This group will look at several areas:

1. How we get our needs/wants met by significant others.
2. Understanding “why” we behave/react/respond like we do.
3. How we can gain respect from others.
4. How to “fight” nice.
5. Emotional “smarts” (intelligence).
6. How to develop our “smarts.”
7. Ground rules for “fair fighting”.
8. The Art of Listening.
9. Healthy and unhealthy ways of managing conflict.
10. Understanding what Co-Dependency is all about.

Your Plans:

- Think about what you want to get out of this group/class.
- What 3 goals do you have for yourself in managing conflict?

My Goals:

- 1.
- 2.
- 3.

Ticket:

Welcomed Healing Harmony - conflict management - group this morning and opened session with the Serenity Prayer. Proceeded to provide information about what "conflict" is and the difference between conflict and disagreement. Talked about our "perceptions" and how this is influenced by our life experiences, culture, values, and beliefs. Discussed the power of strong emotions and how these escalate when we don't feel understood by another with whom we are in conflict. Processed with group how conflict management will turn an obstacle (a tall mountain) into an opportunity (a small hill.)

Plan:

- Complete Plan of Care for ongoing participation and learning objectives for this group.
- Continue positive peer support and encouragement.

Individual Note:

Client listened attentively and participated in group process/discussion.

Plan of Care Ticket:

Worked with client to think about what he/she really would like to get out of this conflict management group. Assisted clients in completing an Individual Treatment Plan for themselves. Treatment plan completed.

Individual Note:

Client willing to identify specific goals and behavioral targets they would like to work on in conflict management.

Plan:

- Continue positive peer support and encouragement.