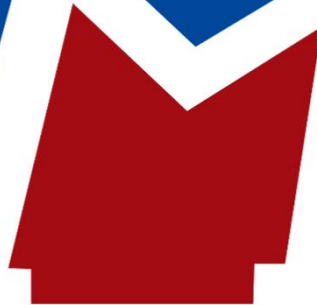
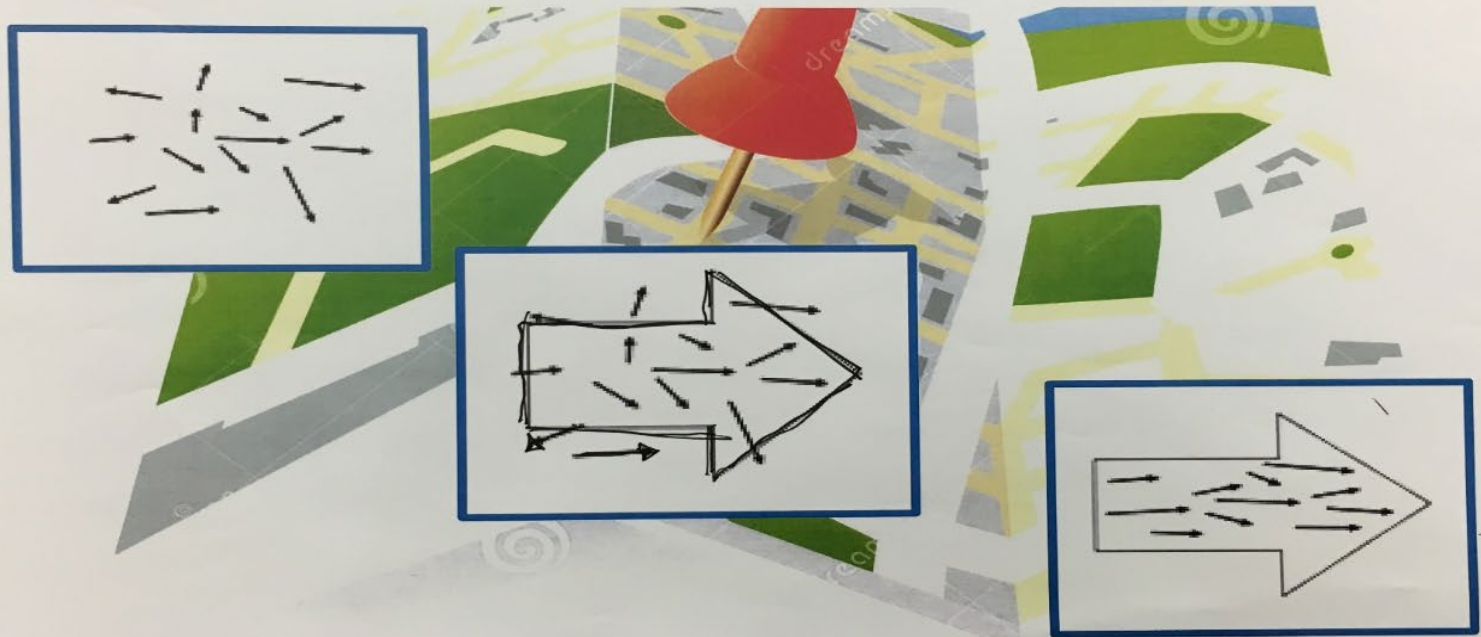


*MindSet*  
TRAINING  
CURRICULUM

FACILITATOR MANUAL PARTICIPANT GUIDE



MindSet Provides a COMMON LANGUAGE to **ASSIST** those in **CONFLICT**



AGENDA: HIGH



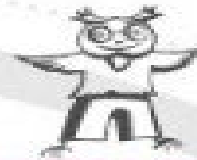
**DIRECTING**

Focus on own agenda: High  
Focus on relationship: Low

*I win/you lose.*

*"We're doing it my way..."*

*"Let's just get the job done. We'll worry about the relationship later..."*



**COOPERATING**

Focus on own agenda: High  
Focus on relationship: High

*I win/you win.*

*"My preference is..."*

*And please tell me yours..."*

*"Let's both say openly what we'd like to do, and keep talking until we figure out a way to get both of our preferences."*



**COMPROMISING**

Focus on own agenda: Medium  
Focus on relationship: Medium

*I win some/you win some.*

*"I'll meet you halfway..."*

*"Let's make a deal..."*

RELATIONSHIP:

LOW

RELATIONSHIP:

HIGH



**AVOIDING**

Focus on own agenda: Low  
Focus on relationship: Low

*I lose/you lose.*

*"Let's not make a big deal out of this."*

*"Can we talk about this some other time?"*



**HARMONIZING**

Focus on own agenda: Low  
Focus on relationship: High

*I lose/you win.*

*"Sure, I'm flexible ..."*

*"Whatever you want is fine with me ..."*

AGENDA: LOW


**Five Styles of Responding to Conflict**

# PROMOTE CHOICE AND TRUST


- A person in crisis (or conflict) can and will often choose alternatives to negative behavior if given the opportunity. “Don’t back them into the corner.”
- Fear and a sense of powerlessness often fuel aggression.
- Trust and opportunities for choice can counteract fear and the sense of powerlessness.



# AVOID POWER STRUGGLES

- Human emotions can “tip the scale” in a conflict situation. *“Understanding your own emotional response is essential for conflict resolution.”*
  - Present yourself as an ally and assess your body language.
  - Get in your CAR (calm, aware, respectful) before, during, and after crisis situations.
- 

# SEEK PRO-ACTION VS. RE-ACTION

- Timing is essential in effectively managing a conflict or crisis situation. “Respond to the initial signs of conflict rather than wait for a conduct problem to occur.”
  - Use good judgment in not under-reacting or over-reacting.
  - Both caseworker and client should develop specific pro-action strategies relative to creating a safe environment.
- 

# SET-UP EVERYONE FOR SUCCESS


- To achieve a “culture of prevention”, everyone involved must establish and implement “customized strategies” for creating safe environments.
- Consistency and teamwork are essential ingredients of a safe environment.
- caregiver must be empowered to become their own risk managers.









# GUIDELINES FOR EFFECTIVE CRISIS COMMUNICATION


- **Get in your CAR! (calm, aware, respectful)**
  - **Create a one-on-one (minimize distractions).**
  - **Timing is everything (be proactive).**
  - **Avoid advice or quick fixes.**
  - **Make empathetic statements.**
  - **Promote Choice and Trust!**
- 




# THE FOUR-STEP COUNSELING MODEL

- ▶ **Step 1: "Say what you see and/or hear?"**
  - ▶ **Be concrete, non-judgmental.**
  - ▶ **Focus on body language.**
  - ▶ **Purpose-To build a bridge. To let the caregiver/youth know they have your attention in a non-judgmental way.**
- 

- ▶ Step 2: "Establish the feeling"
  - ▶ "Seems to me like you're\_\_\_\_\_".
  - ▶ Keep the communication focused.
  - ▶ Feelings drive the behavior.
  - ▶ Purpose-To connect a feeling to the behavior in an effort to establish a base or understanding for further communication.
- 

- ▶ **Step 3: "Connect the feeling to the source"**
  - ▶ **Who, what, when, where, how**
  - ▶ **Avoid why**
  - ▶ **Active Reflective Listening**
  - ▶ **Purpose- To connect the feeling to the source or sources of distress.**
- 

- ▶ **Step 4: "Plan of Action"**
  - ▶ **"What do you want?"**
  - ▶ **"What have you tried?"**
  - ▶ **"What else can you do?"**
  - ▶ **"What can you do right now to calm down?"**
  - ▶ **"What are you willing to do?"**
  - ▶ **"Is there anyone else that you are willing to talk with about this?"**
  - ▶ **"What are the pros and cons?"**
  - ▶ **Purpose-to assist the person in crisis towards establishing a plan of action of getting their needs met in acceptable and safe ways.**
- 

## **Professional Communication Approaches to Serving Families in the Community**

The purpose of this session is to facilitate insight, raise awareness, enhance skills, and ultimately provide professionals with tools and strategies to prevent and manage unproductive communication.

### **Introduction:**

An effective communicator understands their audience, and is able to use appropriate communication techniques, (self-regulations, insight, cultural competency, use of verbal, and non-verbal antecedents etc.) to effectively reduce misunderstandings, defuse difficult circumstances and potential conflicts, and support the emotional and social wellbeing of the family allowing for a more productive and positive relationship.

When we are aware of our communication behavior, we increase the likelihood that information between the caseworker and the family is being sent and received correctly.

### **Learning Objective:**

- Participants will be able to demonstrate communication techniques that promote a positive and productive relationship with the families they service.
- Participants will be able to define the Mindset guiding principles that can be used to effectively reduce tension and support a positive interaction during potential difficult circumstances in the workplace/home.
- Participants will be able to demonstrate the importance of setting everyone up for success with effective communication, will be able to recognize power struggles, and know the importance of being pro-active versus re-active in communicating with others.

The MindSet Curriculum is based on four guiding principles

1. Promote choice and trust
2. A person in crisis can and will choose alternatives to aggressive behavior if given the opportunity.
3. Fear and a sense of powerlessness often fuel aggression.
4. Trust and opportunities for choice can counteract fear and the sense of powerlessness.

The difference between a positive resolution and a bitter argument is often as simple as having the right communication techniques.

What happens when there are barriers in effective communication?

How does effective communication impact the climate of the agency?



## Guidelines for Effective Crisis Communication

### Promote Choice and Trust

- Get in your CAR! (calm, aware, respectful).
- Create a one-on-one (minimize distractions).
- Timing is everything (be pro-active).
- Avoid advice or quick fixes.
- Make empathetic statements when possible.
- Promote choice and trust!

### Avoid Power Struggles

- Human emotions can "tip the scale" in a crisis situation.
- Present yourself as an ally and assess your body language.
- Get in your CAR (calm, aware, respectful) before, during, and after crisis situations.

### Seek Pro-Action vs. Re-Action

- Timing is essential in effectively managing a crisis situation.
- Use good judgment in not under-reacting or over-reacting.
- Both casework and consumers/students should develop specific pro-action strategies relative to creating a safe environment.

### Set-up Everyone for Success

- To achieve a "culture of prevention", everyone involved must establish and implement "customized strategies" for creating safe environments.
- Consistency and teamwork are essential ingredients of a safe environment.
- Consumers/students must be empowered to become their own risk managers





## The Four Step Counseling Model

### **Step 1:” Say what you see and/or hear?”**

- Be concrete, non-judgmental.
- Focus on body language.
- Purpose-To let the person know they have your attention in a non-judgmental way.

### **Step 2:” Establish the feeling”**

- “Seems to me like you’re\_\_\_\_\_”.
- Keep the communication focused.
- Feelings drive the behavior.
- Purpose-To connect a feeling to the behavior in an effort to establish a base or understanding for further communication.

### **Step 3:” Connect the feeling to the source”**

- Who, what, when, where, how
- Avoid why
- Active Reflective Listening
- Purpose- To connect the feeling to the source or sources of distress.

### **Step 4:” Plan of Action”**

- “What do you want?”
- “What have you tried?”
- “What else can you do?”
- “What can you do right now to calm down?”
- “What are you willing to do?”
- “Is there anyone else that you are willing to talk with about this?”
- “What are the pros and cons?”
- Purpose-to assist the person in crisis towards establishing a plan of action of getting their needs met in acceptable and safe ways.



AGENDA: HIGH



**DIRECTING**

Focus on own agenda: High  
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*I win/you lose.*

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**COMPROMISING**

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**Five Styles of Responding to Conflict**