

CHECKLIST 8.5 Using Conflict Management

Rate yourself regarding the following statements.

	Consistently	Inconsistently	Never
I teach participants the benefits of learning how to manage conflict, not avoid it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach the four-step approach to conflict management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach participants to identify their feelings and express them in words.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach participants to discuss their feelings with the other person involved in the conflict while that person listens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach listeners to mirror or paraphrase what was said.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach participants to find a peaceful solution that is acceptable to both parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach participants to take self-time-outs to cool off, control emotions, and collect thoughts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach both parties in a conflict to discuss the need to compromise to arrive at an equitable and fair outcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach the communication skills necessary for managing conflict, such as controlling emotions, expressing feelings, listening to others, mirroring what the other person said, and compromising.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach participants the rules for conflict management: agree to the topic, discuss related issues, select a neutral place, listen respectfully, keep an open mind, avoid name-calling, and understand that it is okay to agree to disagree.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I teach participants in my program to use the talking bench.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>