

Communication Styles

- _____—one who generally gives up, gives in or backs down without standing up for their own ideas, rights and/or beliefs; may be viewed as “pushovers” and/or not well respected; can be the target for peer pressure and bullying because of their “weak” demeanor
 - Voice/Word Choice: _____
 - Body Language: _____
- _____—one who is generally overly forceful, pushy, hostile or otherwise “attacking” in approach; may involve finger pointing, shoving, yelling, shouting insults and other displays of “power”; has the potential for violating the rights of others; can backfire on someone who is trying to appear powerful or “popular” in that they may be viewed as a “jerk” or “bully” instead of a leader
 - Voice/Word Choice: _____
 - Body Language: _____
- _____—one who generally stands up for their own ideas, rights and beliefs in a firm but positive manner through the use of appropriate communication skills; does not violate the rights of others nor abandons their own
 - Voice/Word Choice: _____
 - Body Language: _____

Constructive Criticism

Non-hostile comments that point out problems and have the potential to help a person make changes. Feedback can be helpful to you and should be listened to without getting defensive. To give constructive criticism it is helpful to use “I” messages.

Acknowledgements and Compliments

A means of acknowledging a person’s self-worth. Some compliments can be purely selfless; these are termed *self-effacing* and they offer kind words at the expense of your own pride.

Barriers to Good Communication

- _____—the person listening may perceive a message differently than you intended.
- _____—comes during adolescents in searching for an identity
- _____—an unfair opinion or judgment against a particular group or person

Conflict

- Any disagreement, struggle or fight between people, groups of people or within one’s self
- A normal and healthy part of life; teaches us how to overcome and adapt
- Whenever your wants, needs, wishes, demands, values or beliefs clash with someone else’s, a conflict is frequently the result
- Have the potential to lead to violence particularly if left unresolved

Types of Conflict

- _____ Conflict—Disagreements between groups of any size, from two people to entire nations; can start as minor issues and escalate into full blown fights
- _____ Conflict—Conflicts you have within yourself, struggling with a decision to be made or problem needing resolution;

The Fuse Has Been Lit!

Once a conflict has begun, both parties can respond in one or more of the following ways:

1. Drop the situation and walk away (passive); generally unhealthy, unless conflict is trivial
2. If allowed to escalate, parties involved may respond violently either verbally and/or physically (aggressive)
3. Communicate in a healthy manner to resolve the conflict (assertive); the *decision-making model (DECIDE)* can be helpful here and keep the situation in an *objective* frame of mind

Is it worth it?

Reflect on these questions before acting:

- ✓ What is really bothering me and why?
- ✓ Is this a minor, chronic or major problem?
- ✓ What is triggering the conflict?
- ✓ Are there hurt feelings or other unexplored emotions lurking beneath my anger?



- ✓ Have anyone's rights been violated?
- ✓ What is my part/role in the problem?
- ✓ Does this conflict involve my personal values/beliefs?
- ✓ What is at stake here?

Conflict Resolution

Things to keep in mind:

- Conflict is an *opportunity* to learn and grow, seize it!
- *Communication skills* are critical to successfully resolving conflict; use words and body language that convey *respect/empathy*
- It is okay to stand up for your values and beliefs, but it is not okay to violate the rights of others
- Take responsibility for your actions; what's your role in the conflict? When you point a finger at someone else, *there are three more pointing back at you!*
- Sometimes conflicts do not get resolved; be willing to "agree to disagree" and move forward

Resolution Techniques

- _____—a process in which *compromise* is used to reach an agreement; no blame laid on either party
- _____—Peer mediators are peers trained to help other peers in conflict find fair ways to settle their differences:
 - Confidentiality is of utmost importance on the mediator's part
 - Mediators DO NOT tell the parties involved what to do, but merely facilitate *communication* to allow the parties to arrive at their own conclusion/plan of action

Unhealthy Relationships

Traits of *Unhealthy* Relationships:

_____	_____	_____
_____	_____	_____
_____	_____	_____

Peer Pressure—_____

Abusive Relationships

The intentional physical, emotional, sexual and/or verbal maltreatment or injury of one person by another; often a *chronic* problem versus an isolated incident and typically occurring between the same people.

Warning Signs of an Abusive Relationship:

- Physical violence towards a person or property
- Humiliates or belittles another
- _____ of another's dress, friends, activities, etc. and may therefore...
- _____ another
- _____ through lying or changing the facts, denying or minimizing another's experience and *coercion*

Physical Abuse

- Intentional infliction of bodily harm or injury on a person
- Includes slapping, kicking, biting, burning, shaking and beating
- Approximately 1/3 of American women report that they have been physically abused at some point in their lives

Bullying

- Typically starts in childhood, peaks in pre-teens and declines in adolescence
- 20% of high school students in the U.S. experience (CDC)
- Most frequently occurs *inside* schools, specifically classrooms

Types of Bullying

- Verbal/Cyber-Bullying—_____
- Social—_____
- Physical—_____