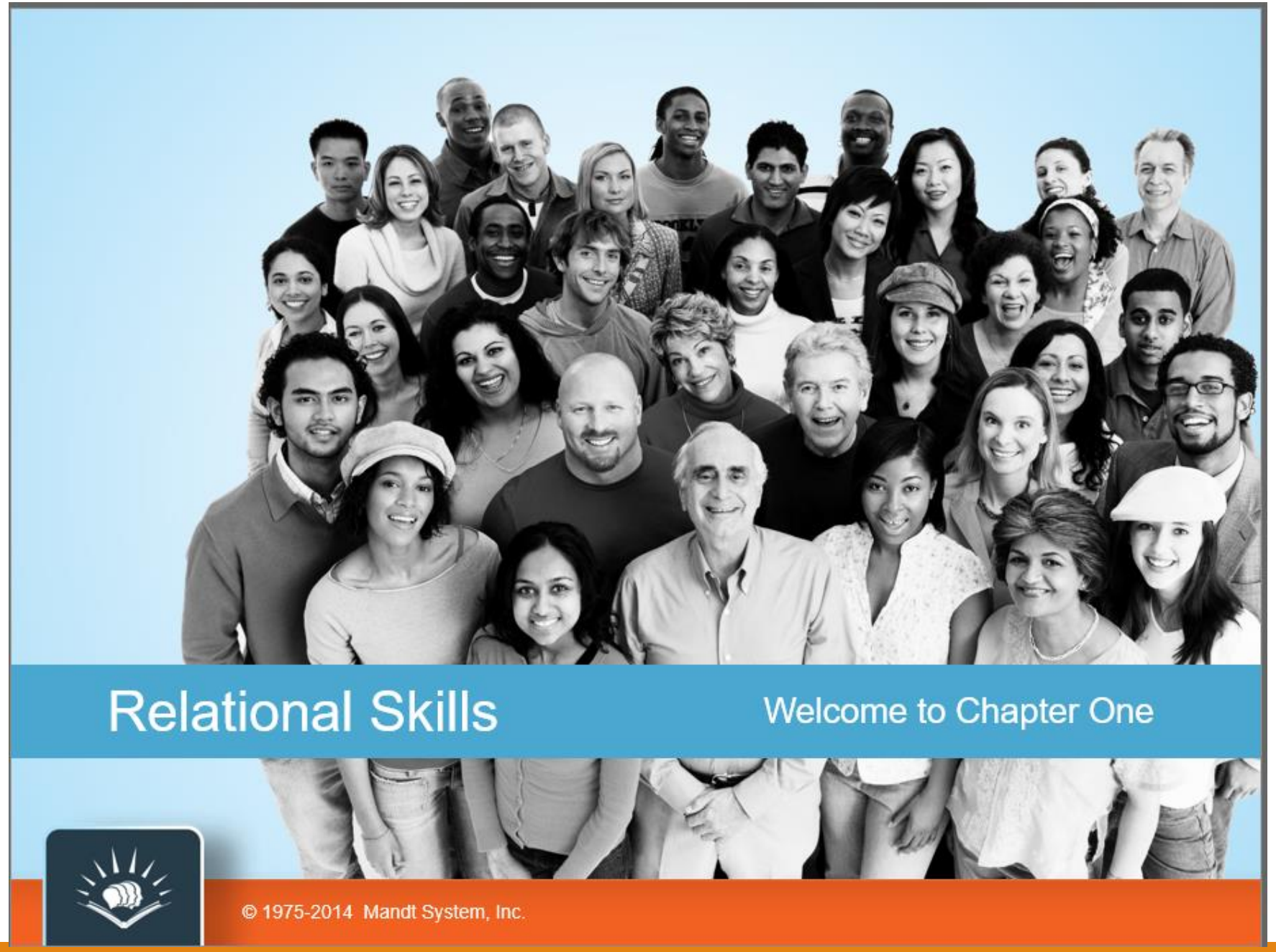

Relational Skills
Welcome to Chapter One
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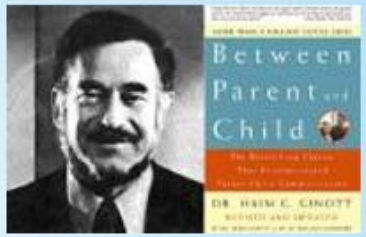
Our Ultimate Goal

- Building positive, healthy relationships
- Chapter 1 is the foundation of the entire program
- Giving families a strong foundation for the work to be done
- Give family members the same information staff receive
- Same materials, presented in a way that families can understand
- And use. ☞



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Relational Introduction



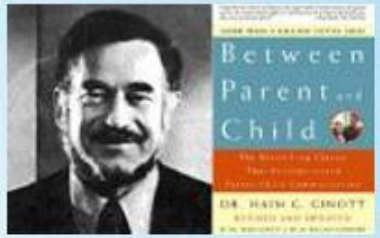
I am the decisive element in the _____

It is my personal approach that creates the climate.

It is my daily mood that makes the weather. ☞

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Relational Introduction



I possess tremendous power to make _____ life miserable or joyous

I can be a tool of torture or an instrument of inspiration.

I can humiliate or humor, hurt or heal ☞

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Relational Introduction

- In all situations, it is my response that decides whether a crisis will be escalated or de-escalated,
- and a person humanized or de-humanized ☞



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Building Healthy Relationship Process

? = **Trust**

Dignity + Respect + Honesty = Trust ☞



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Relational Tools

Tools we will learn:

1. Maslow's Hierarchy of Needs



2. R.A.D.A.R.



3. The Crisis Cycle ☞



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Foundational Beliefs

Boundaries:
Are you my friend?



When parents become friends to their children, their children lose a parent. (Krull, 2009). ☞

Maslow's Hierarchy of Needs

Relax and Fun

"I Did It!"

Experience Healthy relationships
Feel safe: 1.Physically,
2.Psychologically, 3. Emotionally.

Consistency
Predictability

First Needs to be met



Tense and Fear ? ☞

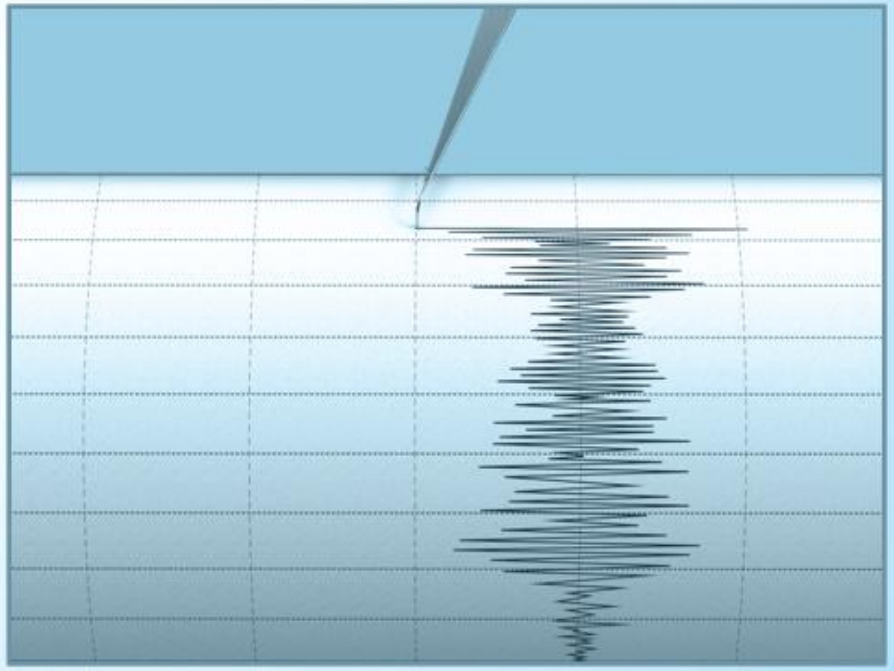
↑ Arousal Level

Inconsistency
Unpredictability

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Maslow's Hierarchy of Needs

- When people's needs are unmet they will increase the
  - Frequency
  - Duration
  - Intensity
- …of their behavior
- until needs are met ☞



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R.A.D.A.R.

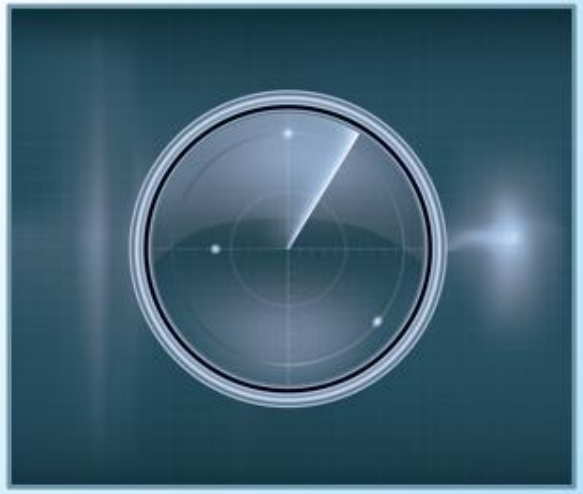


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R.A.D.A.R.

1. **R**ecognize - something is going on, using all your senses

Aware of other person's action & the environment



Sixth Sense ? ☞

Sensitivity

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Crisis Phase

Reacting vs. Responding



People will not de-escalate until they feel safe. ☞

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Building People Up



- Bandura – studied relationships, found 17 out of 20 interactions were negative.
- Glenn Latham found 16 of 20 interactions were negative in school settings.(Latham, 2000)
- Our goal is to change the ratio around.
- Whenever you do something, do it in way that builds people up. ☞

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Understanding Anger & Aggression

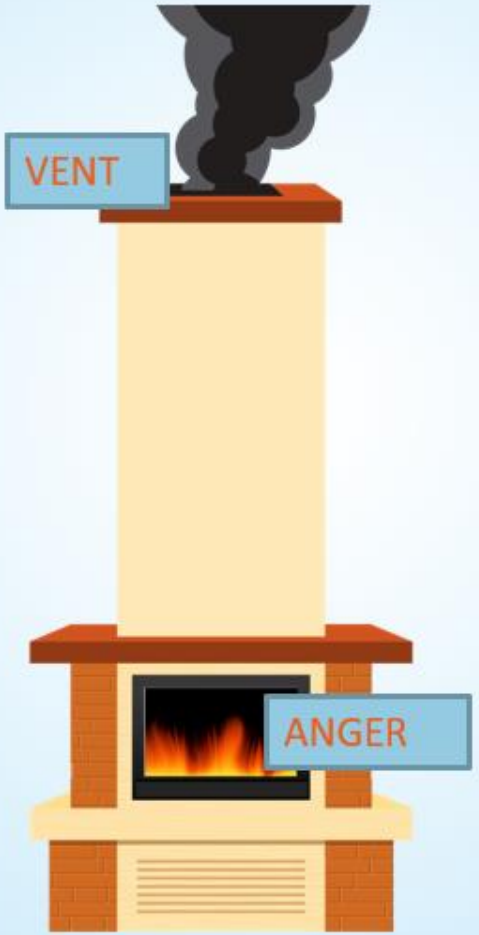
Fear
Embarrassment
Shame
Frustration
Helplessness
Loss

→ Anger

Think about the last time you were angry…
What did you feel before you became angry?
Were you able to communicate your feelings? ☞

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Understanding Anger & Aggression



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Understanding Anger & Aggression

Purposes of Anger

Verbal aggression Purpose?

Physical aggression Purpose? ☞



To respond, **affirm our feelings** and **choose our behaviors**

Something Needs to Change!!

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Understanding Anger & Aggression

Purposes of Anger



role model

Providing a safe shelter ☞

Something Needs to Change!!

To respond, **affirm our feelings** and **choose our behaviors**

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Supporting People in Difficulty



- emotions ≠ weakness
- not to repress or destroy emotions
- affirm feelings
- choose new behaviors ☞



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Understanding Stress



want to happen
Eustress



don't want to happen
Distress

Being able to reduce internal pressures in yourself and in the other person is crucial.

If we can slowly release our internal pressures, the negative effects of stress can be reduced.☞

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Understanding Stress

Under Stress:

Things Go Up

- Pulse
- Breathing
- Endorphins
- Adrenaline levels

Things Go Down

- Communication skills
- Reasoning Skills
- Compromising Skills
- Listening Skills ☞



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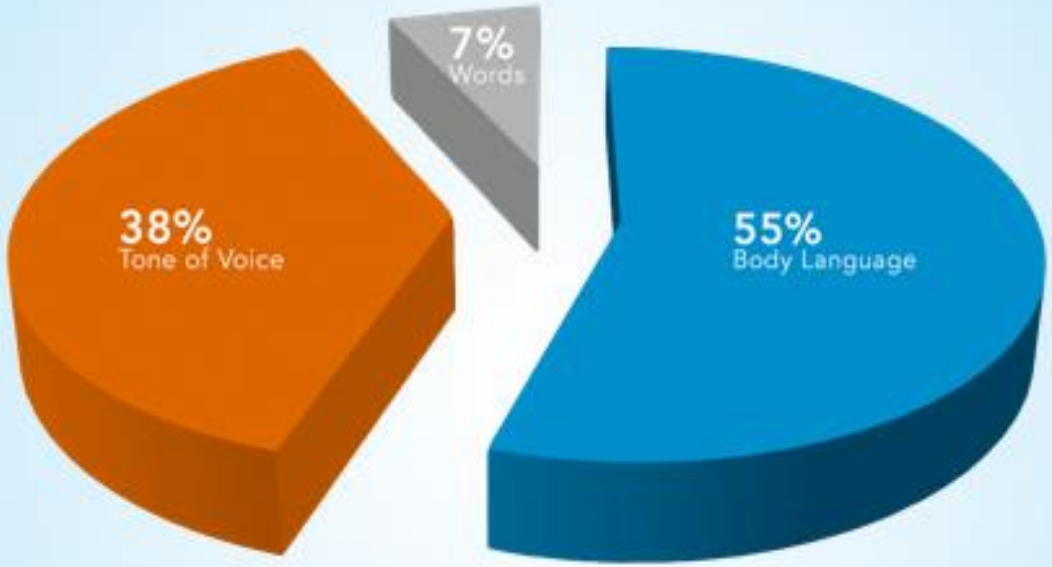
Understanding Stress

Stress		Stress Reduction
Internalized Emotions	→	Shared with others
Narrowed Vision	→	Widened by others
Hopelessness	→	Replaced by hope
Dissociation	→	Association
Distrust	→	Replaced by trust

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Relational Skills
Welcome to Chapter Two
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Chapter 2 Building Healthy Communication Slide 1

Mehrabian's study



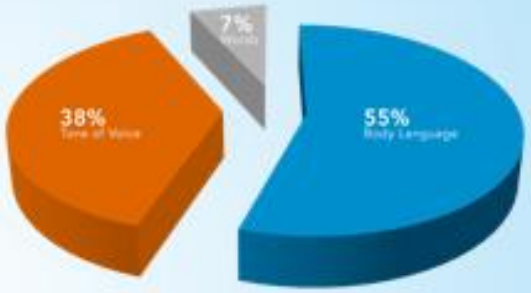
The more consistency there is between these three elements, the more believable you are.

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The Communication Process

Credible?
Believable?





People will only de-escalate when they feel safe

Consistency between our words & tone of voice, and body language

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Non-verbal Elements in Communication

- Appearance
- Facial Expressions
- Eye Contact
- Invite people to de-escalate ☞



Non-verbal Elements in Communication

Physical Presence

Your size in relation to other person



De-escalation

- Minimize size
- Working with child
- Balance height by stepping back ☞

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Non-verbal Elements in Communication

Physical Presence:

Dress like a parent

Fashionable

Don't mirror teen looks☞



Non-verbal Elements in Communication

Physical Presence

Your size in relation to other person



De-escalation

- Minimize size
- Working with child
- Balance height by stepping back ☞

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Non-verbal Elements in Communication

Physical Presence

The number of people interacting

De-escalation

- Use your RADAR
- Connect before you direct ☞



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Non-verbal Elements in Communication

Physical Presence

Your body Language

De-escalation

- Open & Relaxed
- Natural Stance ☞



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Non-verbal Elements in Communication

Active Listening:



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Non-verbal Elements in Communication

Para language (Non-words, sound) :



Non-language sounds, such as uh-uh and mm-hmm…

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Non-verbal Elements in Communication

Touch

1) Ask permission to touch
2) Touch only as necessary
3) Know how to touch
4) Know where to touch ☞



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What Is Communication

Sending & receiving messages

Clear Communication ⟷ We understand each other



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Understanding Stress

Stress		Stress Reduction
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Understanding Stress

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Vocal Elements in Communication

1. Tone ➡ Attitude
2. Pitch, breath and speed
3. Volume





Stress
Anxiety

Calm
Safe



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Verbal Elements in Communication

Use their de-escalated name

Distraction/Diversion
Redirect attention
Use humor
Modify task

Channel Feelings to Activity
Activities from Baseline
Listen to the person's behavior
Offer options that match actions

Side/Cross Dialogue ☞



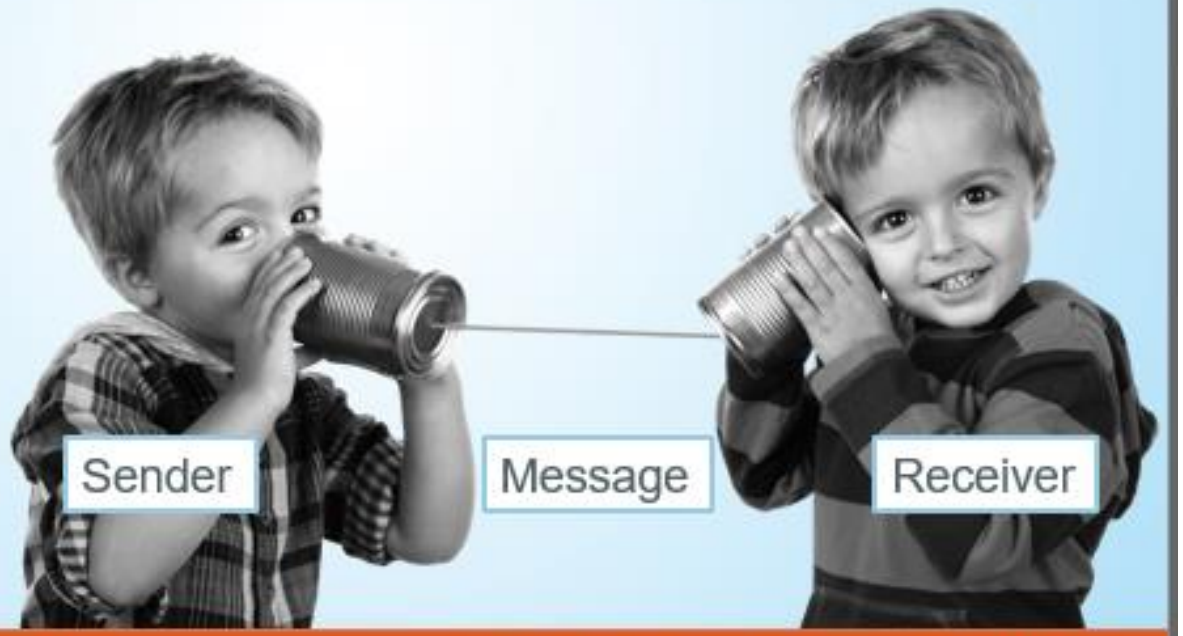
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Verbal Elements in Communication

Reflective listening:

Reflect feelings and content by paraphrase

Using accurate words helps people name their pain ☞



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Verbal Elements in Communication

Inviting cooperation:

Tell people the reason behind the request

If there is no reason, should there be a request? ☞



Building Healthy Conflict Resolution Skills

The Mandt System®
Family Manual
Relational Skills
Chapter 3



"Tell your heart that the fear of suffering is worse than the suffering itself. And that no heart has ever suffered when it goes in search of it's dreams."

-Paulo Coelho The Alchemist

Word Association List

Page 64



- List the words you associate with conflict on a piece of paper

- Words usually associated are:

Fear	Pain	Shame
Loss	Avoid	Embarrassed
Anger	Loud	Fighting
Argue	Surprise	Change ☞



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Changing Our Attitudes

Page 64

- We need to have a new association list:

Opportunity	Common Gain
Growth	Clarify Issues
Resolution	Win-Win ☞



Ask yourself…Would I rather be right or effective?

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Building Healthy Conflict Resolution

Page 64

Definition of Conflict:

- Is an emotional state
- In a relationship
- With disagreements, misperceptions, miscommunication
- About needs, drives, wishes, demands, incompatible goals, scarce resources, interference from others
- Arises when change is needed in one or more parties in order for the relationship to continue ☞



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Communication and Relationships

Page 66

How Stress Affects Communication:

- Conflict takes place where in the Crisis Cycle?
- Everywhere except baseline!
- In family, often comes from Achievement (Maslow)
- Stress affects how we communicate ☞

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Communication and Relationships

Page 72

Culture and Perception:

- Cultural differences can alter perception
- Some people are perceived by others as angry and aggressive
- They believe they are communicating authentically and assertively
- These perceptions can be a source of conflict, and should be discussed by checking perceptions – ask! ☞

Communication and Relationships

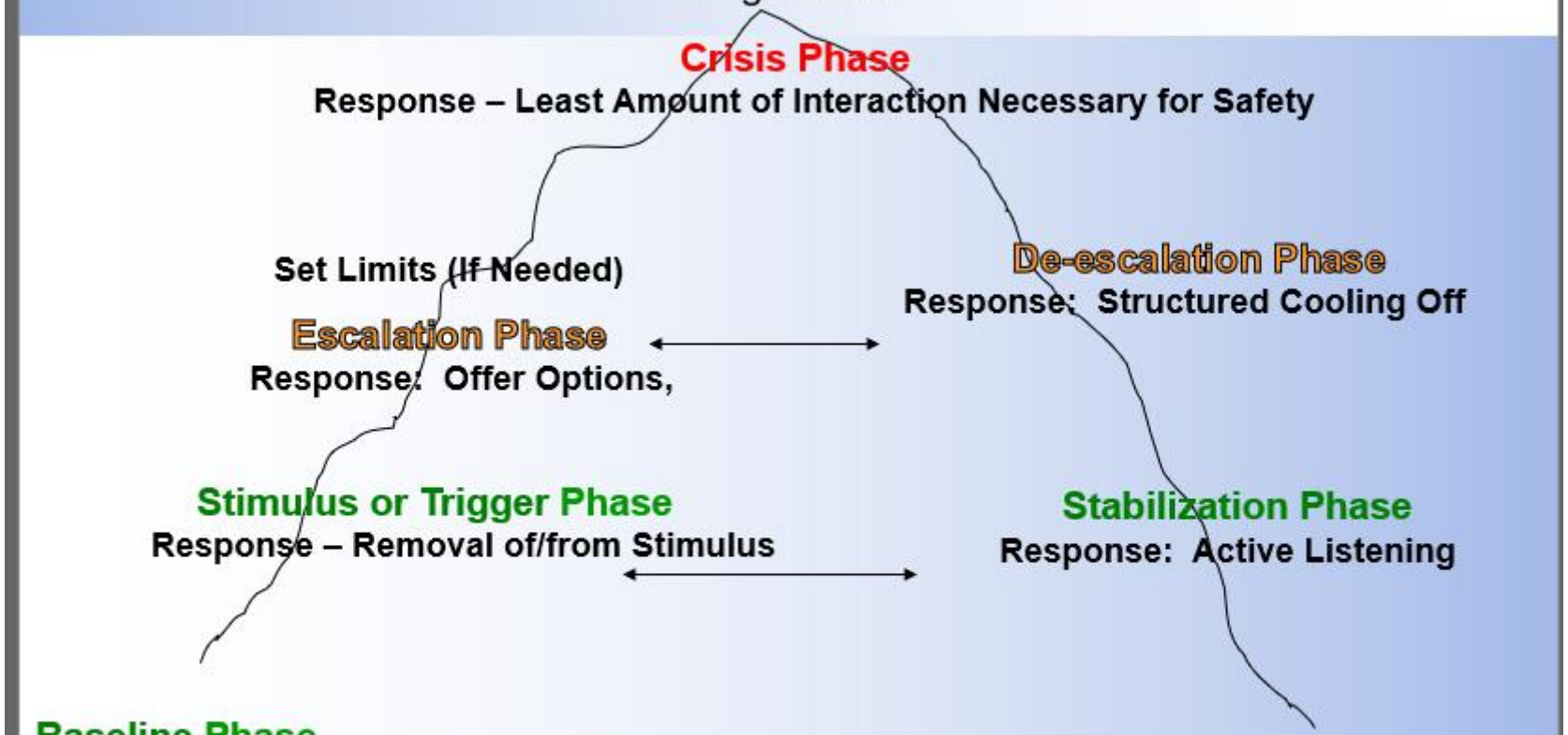
Page 70

- Child may trust you with their anger
- Stimulus - Affirm their emotion
- Escalation – Offer options
- Avoid confrontation
- Affirm your feelings and theirs
- Choose your behavior ☞

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The Crisis Cycle

Page 82-94



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Communication and Relationships

Page 71

"You" Messages:

- "You don't think about anybody but yourself."
- "You don't use your head."
- "You're never on time."
- "You" messages put people on the defensive. ☞



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Communication and Relationships

Page 71

"I" Messages Are Authentic:

- "I" messages build relationships
- They are a measure of our authenticity and assertiveness
- By using an "I" message, we assert that we're responsible for our own behaviors

☞

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Communication and Relationships

Page 74



Formulating an "I" Message:

- When…
- I feel…(an emotion)
- Because… ☞

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Communication and Relationships

Page 72

Empathy in Our Communication:

- Ability to re-create another person's perspective
- Perception checking
- Understanding emotions
- Showing genuine concern
- Adolescents may assume you don't understand their feelings



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Conflict and Relationships

Page 74

Communication in Conflict:

- Is key
- When communicating during conflict, facts and feelings are always shared
- Mistake we make is listening to facts instead of feelings: "I don't care – do what you want"
- Avoid sarcasm, demands and demeaning statements ☞

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Conflict and Relationships

Page 74

Communication in Conflict:

- In every communication, facts and feelings are present (chapter 2)
- If all we do is resolve the facts, the feelings will drive future conflicts
- Keep your R.A.D.A.R. on
- Are there unmet needs (Maslow)?
- Crisis Cycle? ☞

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Learning How to Resolve Conflicts

Page 79

Approaching People in Conflict: (non-physical)

- – Assess yourself –
  - Crisis Cycle placement, Win-Win attitude, relinquish power
- – Assess others –
  - Maslow, Crisis Cycle, RADAR
- – Assess the environment –
  - Physically/emotionally non-threatening, private
  - Adolescents do not negotiate well publicly
  - Be prepared to take time
- – Be ready for multiple attempts at resolution ☞

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Learning How to Resolve Conflicts

Page 80



S.O.D.A.S.

- Situation
- Options
- Disadvantages
- Advantages
- Solution

Look at advantages 1st ☞



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Conflicts and Relationships

Page 78

Attitudes and Perceptions:

- The goal of conflict resolution in The Mandt System® is to resolve the conflict in a way that builds the relationship
- Takes time, commitment, and self-management
- Remember, it is my response that decides if this conflict will escalate or de-escalate and whether the other person will be built up or torn down ☞



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Mandt for Families

Information for parents who may be interested in going through the Mandt for Families course.

Alison Lyons, Behavior Specialist.

Alison.Lyons@lcps.org

Contact Information

Visit **www.mandt4families.com** or contact **Mary McKenzie**, Family Liaison Consultant, at **mary@mandtsystem.com** or **1-800-810-0755**. Follow us on Facebook and Twitter **@Mandt4Families**.

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