

Parent Conflict Resolution Project Module

Thank you for participating in this project. Learning to work through interpersonal conflict successfully is one of the most essential skills for personal, family, and career success. It may also be the most difficult. To learn any skill, we must practice it and receive feedback on strengths and weaknesses. By participating in this project, you are helping your adolescent practice the skills in a real-life situation and receive feedback from someone who knows and cares about them.

The questions below refer to how your adolescent effectively used the conflict resolution skills. When evaluating their use of these skills, consider that they may be using some of them for the first time or may have needed to change their style of dealing with conflict. Hopefully, based on what we have studied in class, they understand the specific skills but may have trouble applying them, especially when using them for the first time.

For someone their age who may not have used this skill, they have a deep understanding of it and how to use it, and were very effective in its use.

For someone their age who may not have used this skill, they have a deep understanding of it and how to use it, and they were effective in its use.

For someone their age who may not have used this skill, they understand how to use it, but they could have been more effective. They were somewhat effective in using the skill.

They do not understand how to apply this specific skill and/or may have severe misconceptions about it. They made critical errors in applying it, which resulted in them not being effective or not using it at all.

1. How effective were they in trying to understand the problem and your needs before they initiated the conversation?

1

Initiate the Conversation

2. How effective were they initiating the conversation with you by saying something like “I would like to have a difficult conversation with you,” or “I would like to talk with you about something very important to me”. “Is now a good time?”

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Use “I” Statements to State Their Needs & to Ask for What They Wanted

3. How effective were they in using “I” Statements to state their needs and ask for what they wanted in a way that made you want to listen, understand their needs, consider their needs, and consider changing?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Ask Genuine Inquiry Questions to Help Them Understand Your Needs Without Making You Feel Defensive

4. How effective were they asking genuine inquiry questions to help them understand your needs and concerns without making you feel defensive?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

**Listen/Paraphrase/Summarize Your Needs to Make Sure They Understood
& to Communicate That They Understood and Were Taking You &
The Situation Seriously**

5. How effective were they at listening, paraphrasing, and summarizing your needs to ensure they understood and communicated that they took them seriously?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Invent Options That Meet Both Their and Your Most Important Needs and Concerns

6. How effective were they inventing options that met their and your most important needs and concerns?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

State What is Most Important to Them and What They Were Willing to Do and/or Give Up

7. How effective were they in stating what was most important to them and what they were willing to do and/or give up?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Summarize What You Both Agreed To
(even if nothing has changed)

8. How effective were they summarizing what you both agreed to (even if nothing had changed)?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

End the Conversation & Leave the Relationship in a Positive Place

9. How effective were they in ending the conversation and leaving the relationship in a positive place?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Passively Listen

10. How effectively did they use good eye contact and other non-verbal cues throughout the conversation to communicate they were listening?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Active Listening/Summarize the Content

11. How effective were they at active listening (summarizing/paraphrasing the content of what you were saying) throughout the entire conversation?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Active Listening/Summarize Feeling

12. How effective were they at active listening (summarizing/paraphrasing your feelings) throughout the conversation?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Avoid You Statements

13. How effective were they in avoiding “you” statements (criticism, put-downs, preaching, threats, being demanding) and thus making you feel defensive?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Avoid Blame

14. How effective were they in avoiding blaming you?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Use “I” Statements

15. How effective were they using “I” statements (telling you what they were feeling and why they were feeling that way and how they would appreciate you being in the future: “I would appreciate it if...”) throughout the entire conversation?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Feeling Attacked

16. How effective were they at avoiding attacking you during this conversation?

1-----2-----3-----4-----5
Not Effective Somewhat Effective Very Effective

Evaluation of the Outcome

To what extent did the following happen for you as a result of this difficult conversation?
Place a (√) on the response line that best describes how you feel as a result of this challenging conversation.

Strength of the Relationship

17. You: Is the relationship stronger, and can you interact or work together better?

- _____ The Relationship Is Much Worse (0)
- _____ The Relationship is Worse (1)
- _____ There is No Change in the Relationship (2)
- _____ The Relationship is Somewhat Stronger (3)
- _____ The Relationship is Much Stronger (4)

Trust and Liking

18. You: Do you like and trust the other person more?

- _____ I like/trust the person a lot less (0)
- _____ I like/trust the person less (1)
- _____ There is No Change in my like for and trust of the other person (2)
- _____ I like and trust the person more (3)
- _____ I like and trust the person much more (4)

Improved Your Ability to Resolve Future Conflict With This Person

19. You: Have you improved your ability to resolve future conflicts with the other person?

- _____ It will be much more difficult to resolve conflicts with this person in the future. (0)
- _____ It will be more difficult to resolve conflicts with this person in the future. (1)
- _____ There is No Change in my ability to resolve conflicts with this person. (2)
- _____ I will be easier to resolve conflicts with this person in the future (3)
- _____ I will be much easier to resolve conflicts with this person in the future (4)

Improved Your Ability to Resolve Future Conflicts in General

20. You: Have you improved your ability to resolve future conflicts with others?

- _____ It will be much more difficult for me to resolve conflicts with others in the future. (0)
- _____ It will be more difficult to resolve conflicts with others in the future. (1)
- _____ There is No Change in my ability to resolve conflicts with others in the future. (2)
- _____ I will be easier to resolve conflicts with others in the future (3)
- _____ I will be much easier to resolve conflicts with others in the future (4)

Satisfaction With the Process

21. Are you satisfied with the Process?

- _____ I am very unsatisfied with the process (0)
_____ I am unsatisfied with the process (1)
_____ I am pleased with the process (2)
_____ I am very pleased with the process (3)

Satisfaction With the Outcome

21. Are you satisfied with the Process?

- _____ I am very unsatisfied with the outcome (0)
_____ I am unsatisfied with the process outcome (1)
_____ I am pleased with the outcome (2)
_____ I am very pleased with the outcome (3)

22. Please discuss why you are unsatisfied or pleased with the process and outcome.

Your Overall Impression With Their Use of All the Conflict Resolution Skills

23. How impressed are you with their overall use of all the difficult conversation skills?

- _____ I am very unimpressed with their use of the skills (0)
_____ I am unimpressed with their use of the skills (1)
_____ I am impressed with their use of the skills (2)
_____ I am very impressed with their use of the skills (3)

24. Please list the Conflict Resolution Skills they used most effectively. Please provide specific examples of when they used the skill and its impact on you and the conversation.

25. Please list the Conflict Resolution Skills they need to work on to become more effective when having a conflict conversation with you and others. When possible, please provide specific examples of when they didn't use the skill effectively or didn't use the skill, and share the impact it had on you and the conversation.

Giving Feedback:

After completing the conversation and the evaluations, sit down and review both of your responses as soon as possible. Sit next to your adolescent at a table to see each other's evaluation. The purpose of feedback is to provide information that can help them improve their skill level and reinforce their use when a skill is used effectively.

Suggestions For Giving Feedback:

- For feedback to be helpful, it must be specific and detailed.
- Review your responses to each question individually to see how much you agree. For example, they first share their answer to question # 1, and then you share your answer to question #1, they share their answer to question # 2, and you share your answer, etc.
- Phrase feedback so it reviews the skill's definition to help them better conceptualize how the skill should be performed.
- Give examples of when they used a skill or didn't, and how it impacted you and the conversation. Use I Statements to share the impact their behavior had on you. Share how their responses made you feel and how it impacted the conversation. For example: *"When you...I felt...because..."*
- If there are significant differences between your scores, ask them to share their perspective and to give specific examples. For example: *"So you think you did ask genuine inquiry questions, is that right?"* If they say "yes," ask them for specific examples of genuine inquiry questions. If you still disagree, don't argue about it. You won't convince them. They may walk away, think about it later, and conclude that you were right. It is easy to feel defensive when given feedback, and some people need more time to process it. If you still disagree, you can say something like "okay" and leave it at that.
- When giving feedback for question # 24, start by saying: *"The skills I think you used most effectively are..."*
- When giving feedback for question # 25, start by saying: *"The skills I think you need to work on the most are..."*

Specific Examples of Giving Feedback Include:

"You were effective for actively listening/summarizing the content. I gave you a 4. You said things like "it seems to me" and then summarized what I said. I felt listened to.

You were very effective in inventing options that meet both of our needs. I gave you a 5. When you suggested that...I realized that it would meet both my needs and concerns.

You were ineffective in inventing options that meet both of our needs. I gave you a 1. When you suggested that...and then suggested... I felt like you were only addressing your needs and not any of my needs and concerns.

You were effective in asking genuine inquiry questions. I gave you a 4. Several times, you asked questions that made me feel like you were trying to understand my concerns. One time, when you didn't seem to understand, you said that you didn't quite understand, and would I say more about that?

You were very effective at avoiding "you" statements. I gave you a 5. I never felt defensive because of anything you said.

I thought you were ineffective in avoiding blame. I gave you a 1. When you said...I felt you were blaming me and that this was all my fault.

Thank you for participating in this project. Please add any comments or suggestions you have regarding this project. Have your adolescent return this evaluation.