



CBTS JUNE 2006 NEWSLETTER

THE EIGHT STEPS OF CONFLICT RESOLUTION

Step 1 - Create an Effective Atmosphere

Creating an effective atmosphere is a very important step in the conflict resolution process. It is more likely for mutual agreements to be reached when atmosphere is given careful consideration. When thinking about atmosphere, remember these ideas:

- ◆ Personal preparation - doing all you can to ready yourself in positive ways to approach issues honestly and openly
- ◆ Timing - choosing a time that is best for all parties involved. A time in which no one is feeling pressed to move on or pressured in other ways
- ◆ Location - where you meet is as important as when you meet. It is best to pick a place where all parties can feel comfortable and at ease
- ◆ Opening statements - try to start out on a good note. Good openings are ones that let others know you are ready and willing to approach conflict with a team-like attitude that focuses on positive ends. They should also ensure the trust and confidentiality of the parties involved.

Step 2 - Clarify Perceptions

Clarify individual perceptions involved in the conflict. You can't solve a problem if you don't know what it is about.

- ◆ Sort the parts of the conflict - ask what it is about
- ◆ Avoid ghost conflicts - get to the heart of the matter and avoid side issues
- ◆ Clarify what, if any, values are involved
- ◆ Recognize that the parties involved need each other to be most effective

Additionally, clarify your perceptions of the other party.

- ◆ Avoid stereotyping
- ◆ Listen carefully
- ◆ Recognize the other's needs and values
- ◆ Empathize - ask why they feel the way they do
- ◆ Clear up misconceptions you may have of them

CBTS TELEPHONE LIST

Office: 268-4044

Lori Nadeau, C.F.O.
Mobile: 634-5379

Carlos Serna, C.O.O.
Mobile: 558-4845

Kim Ontiveros,
Program Supervisor
Mobile: 557-9023

Anna Lieber,
Proctor Coordinator
Mobile: 557-7814

Sara Bannon, Specialist
Mobile: 558-5668

Kris Phillips, Specialist
Mobile: 502-5687

Nick Renfro, Specialist
Mobile: 557-6327

Kim Sorensen, C.S.W.
Mobile: 949-8067

Joshua Bravo,
Proctor Support Specialist
Mobile: 558-2507

(cont.)

(8 Conflict Resolution Steps)

Step 3 - Focus on Individual and Shared Needs

Expand on shared needs. Realize that you need one another in order to successfully resolve conflicts. Be concerned about meeting others needs as well as your own.

Step 4 - Build Shared Positive Power

Power is made up of people's outlooks, ideas, convictions and actions. A positive view of power enables people to be most effective. A negative outlook on power proves disempowering. Instead of 'power with,' it encourages 'power over.'

Step 5 - Look to the Future, then Learn from the Past

Don't dwell on negative past conflicts, or you won't be able to deal positively in the present or the future. Try to understand what happened in the past, and avoid repeating the same mistakes over. Learn from past conflicts and be forgiving. Let others know "I'm not mad at you, I'm mad at what you did."

Step 6 - Generate Options

- ◆ Beware of preconceived answers
- ◆ Look for common threads
- ◆ **Make sure options are workable** for all parties involved
- ◆ Set aside disagreements and focus on options that seem most workable
- ◆ Avoid spin-off conflicts by bypassing options that won't work for all involved

In Generating Options:

- ◆ Ask first for the conflict partner's options - listen and learn
- ◆ Try free-flowing options



- ◆ Make suggestions and write them down
- ◆ Wait to discuss them until they are all out on the table
- ◆ Narrow down the list
- ◆ Predict possible outcomes

When looking at options, don't let past experiences cloud present perceptions and decisions.

Step 7 - Develop "Doables"

Doables are specific actions that have a good chance at being successful. Doables are:

- ◆ the ideas that have the best chance at success
- ◆ steps that never promote unfair advantages on any side
- ◆ founded on shared input and information from all parties
- ◆ trust builders - they add confidence in working together
- ◆ actions that meet shared needs

Step 8 - Make Mutual Benefit Agreements

Mutual Benefit Agreements should give you lasting solutions to specific conflicts.

- ◆ Instead of demands, focus on developing agreements and find shared goals and needs
- ◆ Build on "doable" things by working on smaller stepping stone solutions
- ◆ Pay attention to the needs of the other person in addition to your own
- ◆ Recognize the "givens" - basic things that cannot be altered or compromised
- ◆ Clarify exactly what is expected of you in the agreement - your individual responsibilities

ANGER MANAGEMENT

Anger is a normal human emotion. It can be caused by anything from a friend's annoying behavior to worries about personal problems or memories of a troubling life event. When handled in a positive way, anger can help people stand up for themselves and fight injustices. On the other hand, anger can lead to violence and injury when not addressed positively.

Anger is an emotional state that can range from mild irritation to intense fury and rage. Feelings of anger actually produce physical changes in the body such as increased heart rate, blood pressure, and adrenaline. Some people choose to ignore or bottle up anger, but this approach may actually cause more harm because the root problem is never addressed. Instead, try to manage anger so it can become a more positive emotion. Here are some ideas:

- ◆ Relax. Breathe deeply from your diaphragm and slowly repeat a calming word or phrase like "take it easy." Think of relaxing experiences, such as sitting on a beach or walking through a forest.
- ◆ Think positively. Remind yourself that the world is not out to get you, but rather you're just experiencing some of the rough spots of daily life.
- ◆ Problem-solve. Identify the specific problem that is causing the anger and approach it head on...even if the problem does not have a quick solution.
- ◆ Communicate with others. Angry people tend to jump to conclusions. Slow down and think carefully about what you want to say. Listen carefully to what the other person is saying. At times, criticism may actually be useful to you.
- ◆ Change the scene. Maybe a change of environment would help reduce angry feelings. For example, if your friends are angry frequently and/or make you angry, consider making some new ones who may contribute more to your self-confidence and well-being.
- ◆ Manage stress. Make sure to set aside personal time to deal with daily stresses. Ideas include:



- Listening to music

- Writing in a journal



- Exercising

- Meditating

- Talk about your feelings with someone you trust



MANAGING ANGER: THEIRS AND YOURS

The best solution to out-of-control anger, whether from a parent or from a child, is to step back and identify more positive, healthy ways to deal with these feelings. We do this when we can calm down and respond in a more disciplined and thoughtful way. By maintaining composure, parents can be a good role model and open the door to constructive communication with their children. How do you keep calm when you feel pushed to the limit? Here are some helpful suggestions:



- ◆ **Pick your battles.** Sometimes the issue is not worth the anger
- ◆ **Take a deep breath; count to ten.** Think about the issue before a word comes out of your mouth
- ◆ **Go for a walk**
- ◆ **Use "self talk" to calm down.** That is, say something soothing such as: 'I need to relax and stay calm. I can't afford to blow up.'
- ◆ **Reframe the issue.** For example, when your son says something disturbing to you, it may be less a matter of him disrespecting you than a sign that he has a problem with his anger. "Framing" it this way, you focus on his need for you to help him in overcoming this problem.
- ◆ **Use humor.** Humor can sometimes be a good way to calm anger. But be sure not to use sarcasm, which can sometimes be hurtful.

RESOLVING CONFLICT



Resolving conflict constructively may be a huge challenge but it's an absolute necessity for the sake of every member of your family. Once you are calm, you are in a better position to address the issues to resolve the conflict. Here are some tips:

- ◆ Give your point of view. State the problem as you see it; speak calmly - don't yell
- ◆ Ask to hear your teen's point of view
- ◆ Pay attention, listen, and carefully consider what your teen is saying
- ◆ Discuss ways to solve the dispute without a battle
- ◆ Practice the art of compromise. Find the middle ground you can live with comfortably
- ◆ Assert your authority, when appropriate, but in a calm manner

SUMMER ACTIVITIES

June 1 - 3	Riverton Arts Festival	Free
Dance Festival, Battle of the Bands, Make & Take Children's Art Park, Petting Zoo, Classic Cars		
June 1 - 3	Salt Lake Marathon	
June 6 - August 1	Murray Park Lunch Concerts	Free
Tuesday's at noon bring your lunch and enjoy summer concerts - Pavilion #5		
June 9 - August 4	Murray Park	Free
Friday's at 2:00 p.m. enjoy magic, music, dance, puppet shows, etc.		
June 10	Asian Pacific Festival	Free
Southtowne Expo Center 10:00 - 8:00 p.m.		
June 10	146th Anniversary Pony Express Re-Enactment	
Sandy Museum located at 8744 South 150 East Center Street 1:00 - 4:00 p.m. Museum tour and refreshments		
June 16	Clark Planetarium	Free Exhibits
11:00 - 4:30 p.m.		
June 1 - August 31	Wheeler Farm	
Farm House Tours	10:00 - 4:00 p.m.	\$1.50/person Monday-Saturday
Farm Chores	5:00 p.m.	\$.50/person Monday-Saturday
Tractor Rides	10:00 - 5:30 p.m.	Free Monday-Saturday
June 24	Fort Herriman Days	Free
Parade begins at 9:00 a.m. at 6050 W. 13170 S. and ends at 14200 S. 6400 W. Rides, Food Booths, Entertainment during the day		
June 22 - 25	Arts Festival	Library Square
CBTS will have a limited number of free tickets for this event. Contact Lori if you are interested in attending		
June 23 - 25	Tooele Arts Festival	Free
Entertainment, Art Yard, Food Booths		
July 4	Murray City Fun Days	Murray Park
Parade, Rides, Entertainment, Fireworks		
July 24 - 29	Samoan Heritage Festival	WVC Cultural Center
Youth activities, workshops, crafts, food booths		





We held three individual proctor trainings during the month of May including initial orientation training for new proctors, gender specific training for proctors working primarily with females and fire safety for all proctors. Thank you to Joshua Bravo, Anna Lieber, Kim Ontiveros and Kim Sorensen for their help with these trainings. Also, a big Thank You to the proctors who took the time to attend these trainings. A great deal of time, effort and thought goes into planning these trainings. All CBTS proctors should be attending on a regular monthly basis in order to assist you in your valuable role as a proctor parent and in fulfilling the mandatory training hours licensing requirement.

PROCTOR TRAINING
Wednesday, June 21, 2006
6:30 p.m.
Topic: Summer Planning

We will be providing important information on summer activities for proctor youth.

Last year we had an extremely successful and enjoyable summer barbecue with all of the proctor families and CBTS youth. Please put Wednesday, August 16, 2006 on your calendar as the date for our summer barbecue. If you would like to volunteer to assist with planning the barbecue, please let Lori know.



We recently sent out proctor/youth satisfaction surveys. If you still have not filled one out and sent it in, please do so as soon as possible. These are valuable outcome tools and assist us in providing better services.



FATHER'S DAY



Sonora Louise Smart Dodd was the oldest of six children raised by their father, William Jackson Smart. Their mother had died during childbirth. Sonora honored and revered her father, and while listening to a Mother's Day sermon, in 1909, she determined there should also be a day to honor fathers. Her dream became a reality one year later within her own city of Spokane, Washington. Sonora married John Bruce Dodd. She died March 22, 1978, several years after Father's Day became a permanent national observance. Sonora chose June 19th as the day to celebrate Father's Day because that was her father's birthday. The first Father's Day was celebrated in Spokane on June 19, 1910. In 1924 President Calvin Coolidge proclaimed the third Sunday in June as Father's Day. In 1972 President Richard Nixon established a permanent national observance of Father's Day to be held on the third Sunday in June. Father's Day is celebrated in every part of the world.

MAKE FATHER'S DAY SPECIAL

Here are a few suggestions for making Father's Day special:

- ◆ Make dad breakfast in bed
- ◆ Do secret acts of kindness, this might include doing one of dad's chores for him
- ◆ Be obedient
- ◆ Do your chores, without being asked
- ◆ Make or take him out to dinner
- ◆ Interview your father and/or grandfather. Ask questions about his birth, childhood, and what he did when he was a teenager. Find out favorite subjects in school. Inquire about his favorite job. End the interview by expressing your love for him. (This could be recorded to keep for the future)
- ◆ Have a Father's Day barbecue or picnic. Make a crown and let him know he's "King" for the day.
- ◆ Make a Father's Day Wall Hanging

What you need: an old necktie
 craft glue or hot glue gun
 a small picture of yourself
 fabric paint



Get an old necktie that your dad never wears (get permission from mom first). Lay the tie across a table and arrange your picture in the middle of the fat end of the tie. Over the top of the picture spell HAPPY with fabric paints, near the bottom write FATHER'S DAY. Take your picture off of the tie and place glue around the edges and in the middle of the back of your picture. Set the picture on top of the place on the tie where it was before and press on it. Let it dry. Do not put anything on top of the tie because the paint will smear.