Communication and Problem Solving

Quiz on ________________

1. What term means the ability to accept people as they are?
   a. conflict  
   b. prejudice  
   c. tolerance

2. What are characteristics of a person who is a good communicator?

Speaker:
- Think before speaking
- Use “I” messages
- Clear, simple statements
- Honest
- Uses appropriate body language

Listener:
- active listener
- maintains eye contact
- uses appropriate body language
- mirrors thoughts of feelings
- wait your turn

3. The “P” in the acronym S.T.O.P. means? (Using the acronym S.T.O.P. is a refusal skill)
   a. Push away
   b. Play fairly
   c. Promptly leave
   d. Possibly consider
HEALTHY DECISIONS

6.2 Describe the influence of family, peers, and media on personal health decisions (6.2 m)

1. How do your emotions affect your behavior? What emotions are associated with safe behaviors? What emotions are associated with violent behaviors?

Conflict Resolution

2. Describe what you do in various situations to resolve conflict.

Conflicts disagreements in ideas, beliefs, or interests

Causes of Conflict – prejudice -- an opinion or fear formed without having facts of firsthand knowledge

Preventing Conflicts – tolerance -- the ability to accept other people as they are

Resolving Conflicts

- Compromise: a skill in which each side gives up something in order to reach an agreeable solution.
- Negotiation: the process of talking about a conflict and deciding how to reach a compromise.
- Take a time-out
- Allow each person to tell his or her side
- Let each person ask questions
- Keep brainstorming
- Peer mediation: a process in which a specially trained student listens to both sides of an argument to help the people reach a solution.

Advocacy and Health Promotion

6.3 Develop personal strategies and skills for personal, social, & community health (6.3 p-r)

Refusal Skills

Refusal skills ways of saying no

3. Situation: Your best friend since third grade has recently been pressuring you to ignore and say inappropriate comments to another classmate. How would you refuse to do what your best friend wants you to do?

- “S” means “Say no in a firm voice”
- “T” means “Tell why not”
- “O” means “Offer other ideas”
- “P” means “Promptly leave”

Example: I don’t want to get in trouble.

Example: Let’s go play outside instead.