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.
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. ☀️
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 🕊
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
Building Healthy Relationship Process

? = Trust

Dignity + Respect + Honesty = Trust
Relational Tools

Tools we will learn:
1. Maslow’s Hierarchy of Needs
2. R.A.D.A.R.
3. The Crisis Cycle
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

Basic Human Needs

- First Needs to be met
- Consistency Predictability
- Experience Healthy relationships
- “I Did It!”
- Relax and Fun

- Safety and Security

- Healthy Relationships

- Achievement

- Tense and Fear?

↑ Arousal Level

Inconsistency Unpredictability
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
1. **Recognize** - something is going on, using all your **senses**

Aware of other person’s action & the environment

**Sixth Sense?**

**Sensitivity**
Crisis Phase
Reacting vs. Responding

People will **not de-escalate until they feel** safe.
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.
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?
Understanding Anger & Aggression
Understanding Anger & Aggression

Purposes of Anger

Verbal aggression Purpose?

Physical aggression Purpose?

Something Needs to Change!!

To respond, affirm our feelings and choose our behaviors.
Understanding Anger & Aggression

Purposes of Anger

Something Needs to Change!!

To respond, affirm our feelings and choose our behaviors

role model

Providing a safe shelter

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Supporting People in Difficulty

- emotions ≠ weakness
- not to repress or destroy emotions
- **affirm** feelings
- **choose** new behaviors
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.
Understanding Stress

Under Stress:

Things Go Up
- Pulse
- Breathing
- Endorphins
- Adrenaline levels

Things Go Down
- Communication skills
- Reasoning Skills
- Compromising Skills
- Listening Skills
<table>
<thead>
<tr>
<th>Stress</th>
<th>Stress Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internalized Emotions</td>
<td>Shared with others</td>
</tr>
<tr>
<td>Narrowed Vision</td>
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Relational Skills

Welcome to Chapter Two
Mehrabian’s study

The more **consistency** there is between these three elements, the more **believable** you are.
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
Non-verbal Elements in Communication

Physical Presence
The number of people interacting

De-escalation
• Use your RADAR

• Connect before you direct ☰
Non-verbal Elements in Communication

Physical Presence
Your body Language

De-escalation
• Open & Relaxed
• Natural Stance
Non-verbal Elements in Communication

Active Listening:

- Accept & respect their feelings
- Show interest through body language
- Relax
- Observe nonverbal & verbal cues
- Let the person talk
- Empathize with the person
Non-verbal Elements in Communication

Para language (Non-words, sound):

Non-language sounds, such as uh-uh and mm-hmm...
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
What Is Communication

Sending & receiving messages

Clear Communication

We understand each other

Listen ➔ Hear ➔ Under Stand

Understanding Stress

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Understanding Stress

Stress

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Stress Reduction

- Shared with others
- Widened by others
- Replaced by hope
- Association
- Replaced by trust 😊
Vocal Elements in Communication

1. Tone $\rightarrow$ Attitude
2. Pitch, breath and speed
3. Volume
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
Verbal Elements in Communication

Reflective listening:
Reflect feelings and content by paraphrase

Using **accurate words** helps people name their pain ✋

Sender ➔ Message ➔ Receiver
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 its dreams.”
-Paulo Coelho The Alchemist
Word Association List

- List the words you associate with conflict on a piece of paper
- Words usually associated are:

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<th>Shame</th>
</tr>
</thead>
<tbody>
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<td>Loss</td>
<td>Avoid</td>
<td>Embarrassed</td>
</tr>
<tr>
<td>Anger</td>
<td>Loud</td>
<td>Fighting</td>
</tr>
<tr>
<td>Argue</td>
<td>Surprise</td>
<td>Change</td>
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Changing Our Attitudes

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• 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?
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
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
Communication and Relationships

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

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

Crisis Phase
Response – Least Amount of Interaction Necessary for Safety
Set Limits (if Needed)
Response: Offer Options

Escalation Phase
Stimulus or Trigger Phase
Response – Removal of/from Stimulus
Response: Structured Cooling Off

Baseline Phase
Response: Keep on Doing What You’re Doing

De-escalation Phase
Response: Active Listening

Stabilization Phase

Post Crisis Drain Phase
Response: Observation and Support

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“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.
Communication and Relationships

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“\textbf{I}” Messages Are Authentic:

\begin{itemize}
  \item “\textbf{I}” messages build relationships
  \item They are a measure of our authenticity and assertiveness
  \item By using an “\textbf{I}” message, we assert that we’re responsible for our own behaviors
\end{itemize}
Formulating an “I” Message:

- When...
- I feel...(an emotion)
- Because...
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
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
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?
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
Learning How to Resolve Conflicts

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S.O.D.A.S.

- Situation
- Options
- Disadvantages
- Advantages
- Solution

Look at advantages 1st
Conflicts and Relationships

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 ✞
Mandt for Families

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

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