

Conflict Resolution *Elective 2*

AUTHOR(S):	Chana Rothman
SUMMARY:	Learning to use thoughtful and kind listening, letting each person speak until they have said their full piece, and affirming a shared humanity through humor, honesty, and healing can do wonders in our ability to manage conflict with each other and between the young people in our lives. We will define and practice these tools so that you, too, may add them to your life skills tool belt. - <i>Submitted by Chana Rothman</i>
TOPIC(S):	Active Listening Handling big feelings
LEARNING OBJECTIVE:	Participants will: <ul style="list-style-type: none"> - Be able to list positive ways to respond to other people's (children and adults) big feelings (especially as an alternative to saying "stop crying") - Develop active listening skills - Identify ways to prevent conflict - Understand the importance of reciprocal/two-way communication
AUDIENCE:	This is aimed at college-aged participants and can be tailored to other ages. There can be up to 28 people, but smaller size (20 or fewer) is ideal.
TIMING:	90 minutes
APPENDICES:	Handouts: Appendix Aleph: Active Listening resources Appendix Bet: 10 Things to Say Instead of "Stop Crying" Appendix Gimel: Responding to Upset with Calm (screenshot) https://www.handinhandparenting.org/2018/02/respond-to-upset-with-calm/ Appendix Dalet: Lyrics for song "Holy" by Chana Rothman
MATERIALS NEEDED:	A timer (a cell phone will work) or any time keeping device Large sheet of poster paper 4 markers of different colors
SET-UP DETAILS:	Cozy room with couches and some chairs as well as some floor seating is ideal.

SESSION TIMELINE & OUTLINE:

0:00 - 0:10 - **Opening Game**

Biggest Fan Game - Modeling a win-win approach to play

1. Everyone finds a partner.
2. Each person and their partner play a game of rock, paper, scissors.
3. The loser has to cheer for the person to whom they lost. The loser follows the winner and cheers loudly.
4. The winner plays a new person and if the winner loses to the new person, then everyone following the old winner now follows the new winner as a large cheering group.
5. The very last round consists of only two people, each with a legion of fans, facing off for the last rock, paper scissor game. The winner of the last round wins the game and everyone cheers for that person.

0:10 - 0:15 **Introduction**

Facilitator introduces herself and tells a story about a time in her life when she had a conflict that could not be resolved.

0:15 - 0:20 **Active Listening**

Facilitator introduces ideas of Active Listening. Has anyone ever heard of Active Listening? What is it? Facilitator models active listening. Models Listening Pairs / Chevruta.

Listening Pairs / Chevruta are specific, timed partnerships in which one person speaks, laughs, cries, whatever they need to get it off their chest, and the other one listens. Then, when the timer goes off, they take a minute to transition roles, and they switch.

NOTE: This is a very important piece of conflict resolution. Anyone who does intense active listening is doing a lot of emotional "heavy lifting" and will need an opportunity to "offload" any feelings that arise from doing all that listening. Even as a counselor who is helping young campers resolve a conflict will need to have their own time to be listened to afterward. That is part of the healing process for both leader and camper/young person/participant.

0:20 - 0:30 **Listening Pairs/Chevruta**

Guidelines of Listening Pairs / Chevruta:

The listener holds the speaker in honor and respect with no judgement. The listener will keep everything the speaker shares in complete confidence. The listener will not bring up anything the speaker says, outside of their sacred listening pair/chevruta. It stays in that time-frame of sacred sharing.

In pairs/partners, Listening Pairs / Chevruta take turns sharing a time when they were in a conflict that was not resolved. Or maybe it was resolved? The main idea is the Active Listening. The listener uses body language, silence, reflective questions/comments, and focused attention to show the person speaking how much they respect them, how good they know their partner to be. The people speaking / sharing get 4 minutes each, with 1-minute transition time.

0:30 - 0:45 **Group Check in & Conflict Brainstorm**

Check in with group. How did that experience feel? How could you envision using that at camp? In other parts of your life?

Facilitator: We will move into conflict resolution, using those Active Listening skills. Do a brainstorm on the many different ways conflicts arise, and the main root/idea behind these conflicts. Facilitator writes these down as participants provide them.

0:45 - 0:55 **Crying, Anger, and Other Big Feelings**

BIG IDEA: As a culture, we have many ideas about crying and big feelings. We often try to shut them down, thinking that if we shut them down we will end the pain and difficulty. In fact, the crying IS part of the healing.

BIG IDEA: Anger can be a very challenging emotion to encounter. It is often a main emotion in conflict. It is important to recognize that anger, especially in children, has a root cause. There is often indignation behind it, a feeling of injustice. One or both of the angry parties likely feels they have been treated unfairly. They will often be able to heal if they are able to express their anger, sadness, and other big feelings while being listened to deeply. It may seem unfamiliar at first, but encouraging an angry child to show their feelings can go a long way towards healing. Some options:

- punching pillows
- throwing pillows
- yelling into a pillow

BIG IDEA: Humor can also break through conflict at a time when other approaches do not. It can be very helpful to look for the small cracks of smiles and laughter (NOT at anyone's expense, but emerging naturally). Anything that gets both parties to laugh is ideal. Laughter at the expense of the person facilitating, if that person is clear that it is not personal, but is in service to peace-making, also can work well.

Hand out Appendices Aleph, Bet, Gimel and Dalet (all stapled together). As a group, discuss "10 Things to Say Instead of 'Stop Crying'"

Facilitator plays song "Holy" by Chana Rothman.

0:55 - 0:60 **Listening Pairs/Chevruta**

That was many different perspectives that one usually hears in mainstream culture and in mainstream Jewish culture as well. Let's take 3 minutes each to process. 1 minute for transition.

0:55 - 0:65 **Role Play**

Role play some conflicts that were listed above and debrief them. The idea is to begin using Active Listening skills to show the people in conflict that they will have a chance to speak and say their truth. **KEY POINT:** Give the person who was acting as conflict resolution facilitator/peacemaker some time in front of the group to "offload" whatever feelings came up for them.

0:65 - 0:73 **Listening Pairs / Chevruta**

Anything that is coming up for you. 3 minutes each, then transition time.

0:73 - 0:75 **Bio / Stretch Break / Humor Break**

Take a minute to tell a joke, watch a quick funny video, or use the bathroom.



CORNERSTONE 2018 RESOURCE

0:75 - 0:85 **Reflections**

Reflections on what this looks like at camp:

- With younger campers
- With colleagues (COs) your age
- With colleagues older / younger
- With supervisors
- In the bunk

How would you tweak this for your camp? For other parts of your life?

0:85 - 0:90 **Closing**

Share highlights and takeaways.