

Don't Flip Your Lid:

Restorative Strategies for De-Escalating Conflict

Fellow Workbook

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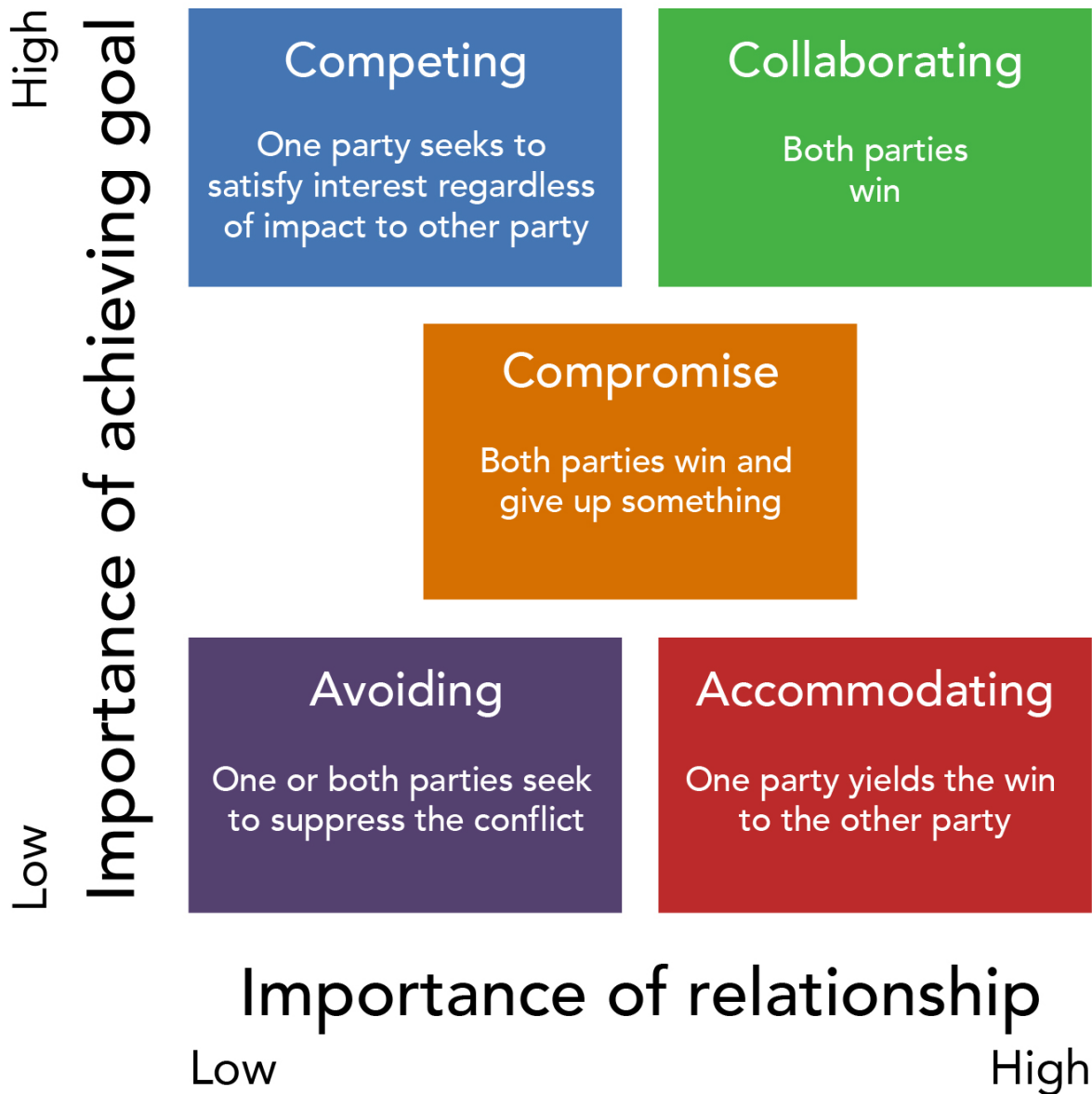
Reflection!

1) What are camper behaviors that get under your skin?

2) How do you feel in your body when things are escalating?

3) What are unhelpful behaviors you do when escalated?

CONFLICT STYLES

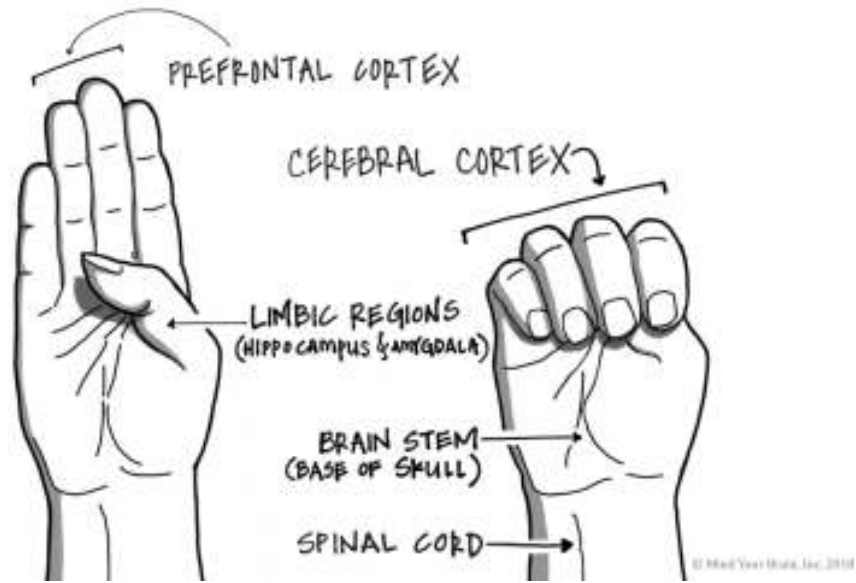


<https://courses.lumenlearning.com/wm-organizationalbehavior/chapter/conflict-management-styles/>

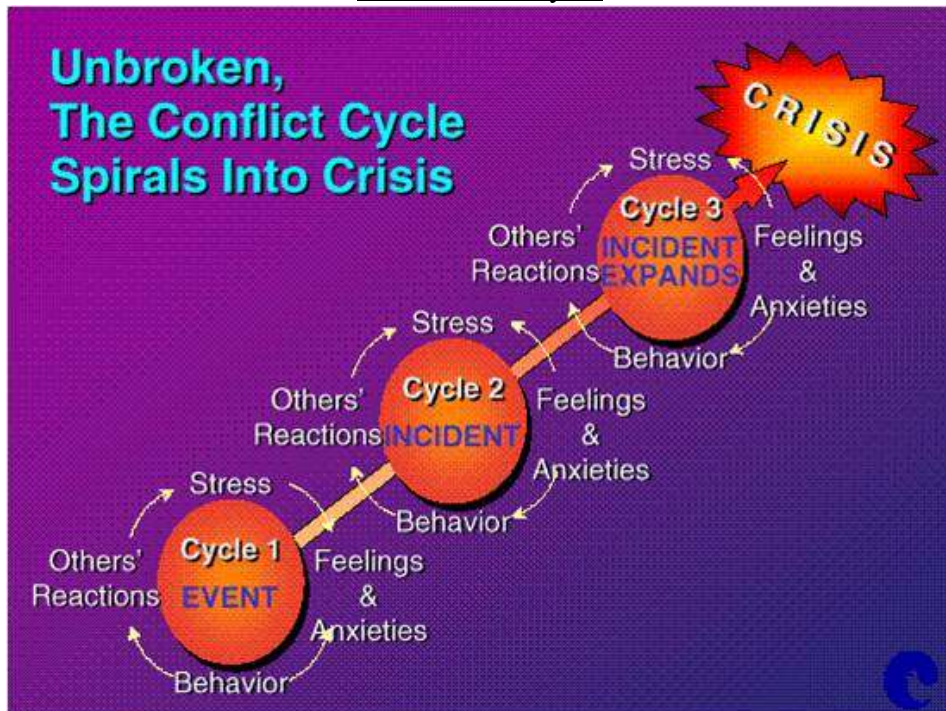
What's your conflict style?

What happens in the brain when escalated?

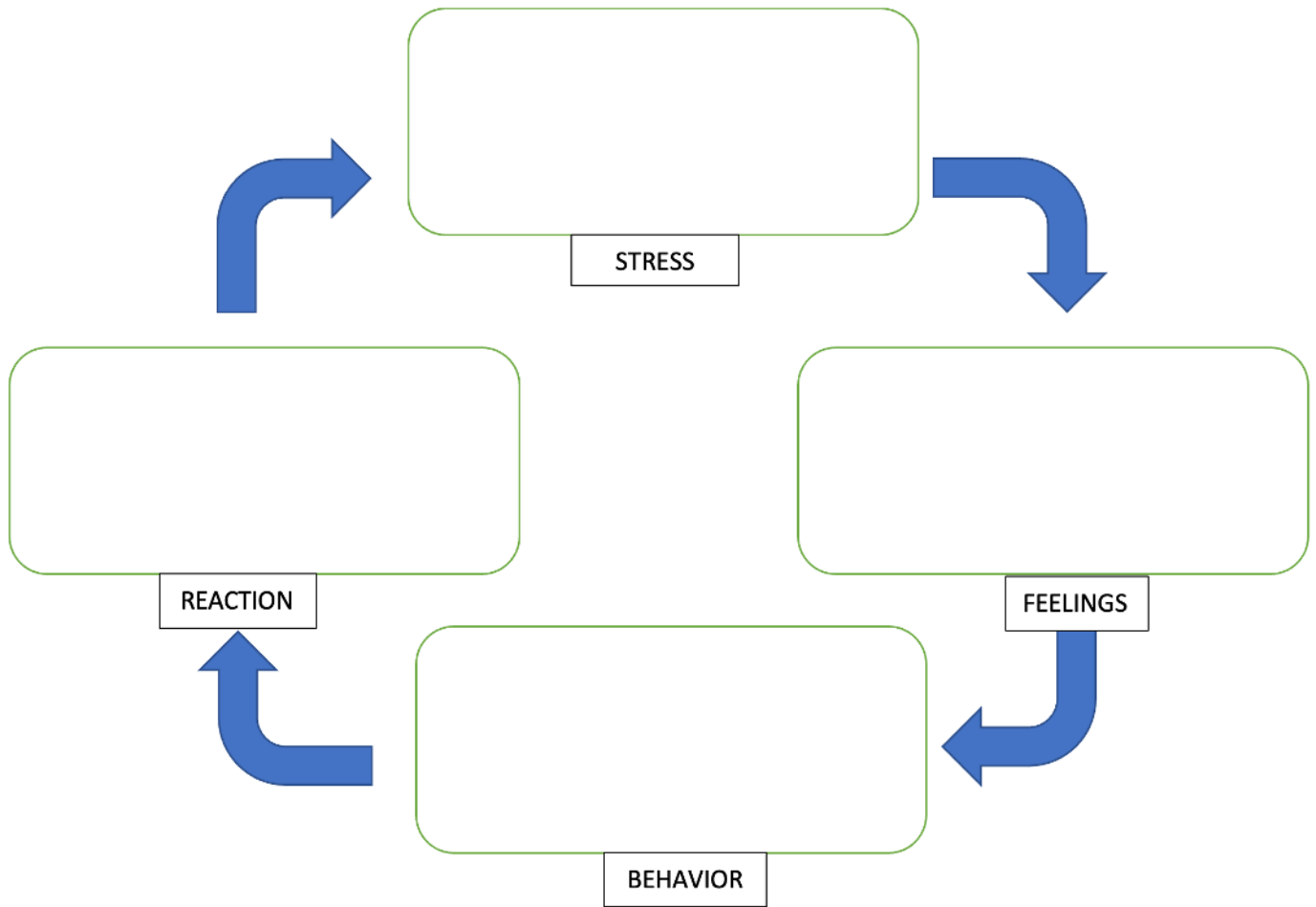
Hand Model of the Brain



The Conflict Cycle



Conflict Cycle Reflection



What could you have done to break the cycle?

Strategies to Keep in Mind

- Give time and space. It takes up to 3 hours to clear cortisol out of our systems.
- Ask for help – ask a co or supervisor to step in for a few.
- QTIP – Quit Taking it Personally
- Oxytocin – Connect with someone you trust
- Drop the Rope – this is not a game of tug of war. Say “I care too much about you to argue. Let’s take a break and come back to this in a little bit.”
- Avoid an audience – confronting campers in front of their peers can be shaming and further escalate things
- Take a walk or exercise – movement has been shown to speed up the process of clearing cortisol
- Be willing to take accountability
- Once you feel ready...ask questions and actively listen:

Restorative Questions

To respond to challenging behavior...

- > What happened?
- > What were you thinking at the time?
- > What have you thought about since?
- > Who has been affected by what you have done?
 - > In what way?
- > What do you think you need to do to make things right?

To help those harmed by other’s actions...

- > What did you think when you realized what had happened?
- > What impact has this incident had on you and others?
- > What has been the hardest thing for you?
- > What do you think needs to happen to make things right?

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Action Planning:

When I feel _____ I will.....