

Mini-Course: RESOLVING DIFFICULTIES

CE Hours: 2

***Reading:
Pp. 155-176,
89-97***

Learning Goals:

1. To increase ability to track for signs of conflict or relationship difficulty.
2. To explain the five things that most people need to resolve difficult situations.
3. To list several expansive, contractive, and internal indicators of relationship difficulties.

Self-Study Practice:

Self-Study 1: Skillfulness in resolving and repairing difficulties comes with practice. For self-study, notice how you feel about conflict. Is it connected with trauma for you? Identify your habitual ways of avoiding conflict. Create in your mind as “new story” about how you want to respond to and use conflict.

Reflect on several situations in which a difficulty did NOT get well-resolved. What kinds of impairment may have contributed to the lack of success? (I.e. see page 9 list of interferences with right use of power.) If you could do it over, what would you do differently to get a more successful outcome?

Self-Study 2: Take a conflict that you have experienced in your professional role and follow it through using the Power Spiral model on pages 164-166.

Assessment Questions:

1. When clients have experienced harm whether it be by mistake or misunderstanding or poor judgment, what are 5 simple things that they most often need one or more of.

- 1.
- 2.
- 3.
- 4.
- 5.

2. Name 8 cues clients may give that let you know the relationship needs some attention or repair?

- 1.

- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

3. Speak to any 2 of the “9 Powers” useful in resolving difficulties.

Feedback

1. Please rate in terms of value: 1 (lowest) 5 (highest)

- professional _____
- personal _____
- reading _____
- self-study _____
- questions _____

2. Please rate from 1 (lowest).....5 (highest)

- What was the degree of ease, if needed, in communicating with me _____
- What is the quality of reading materials (ie professional in appearance, accurate information, free of typos) _____
- Was there adequate support for the content questions _____
- Were the unit objectives supported by the home study materials _____
- Were assignments carried out in a private and secure manner _____
- Did the content lend itself to a home study format _____

3. How many hours/minutes did the following pieces take you?

- reading _____
- self-study _____
- questions _____

4. Anything else you’d like to say?

5. Your Helping Profession _____

6. Organization Requiring CEUs _____

Continuing Education

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