

STAY HEALTHY AT HOME WEBINAR SERIES WILL BEGIN AT 2 PM



NEW JERSEY SELF-ADVOCACY PROJECT



Can't We All Just Get Along? Conflict Resolution

STAY HEALTHY AT HOME WEBINAR SERIES

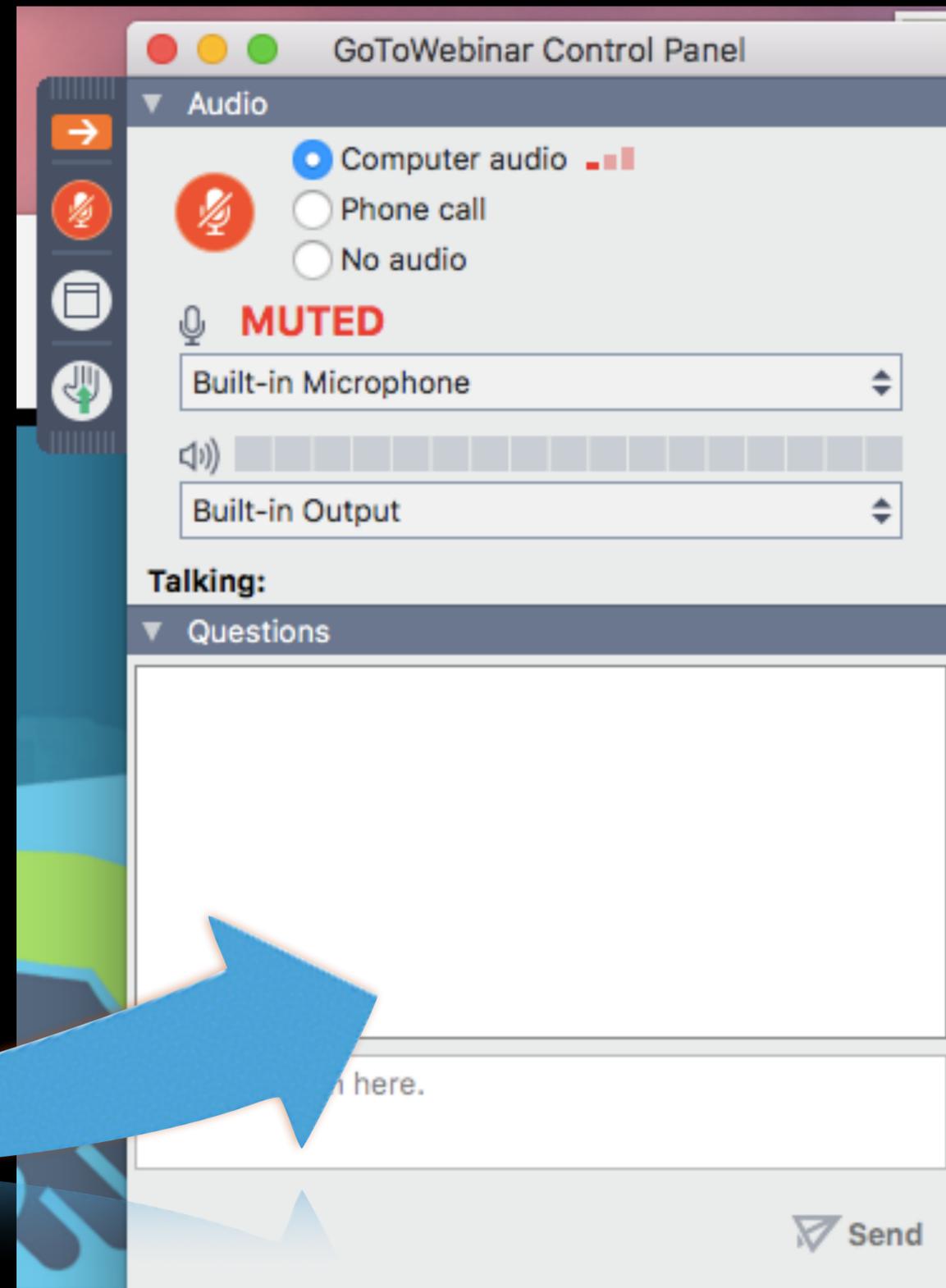
JUNE 29, 2021 FROM 2 - 3 PM

INTRODUCTION

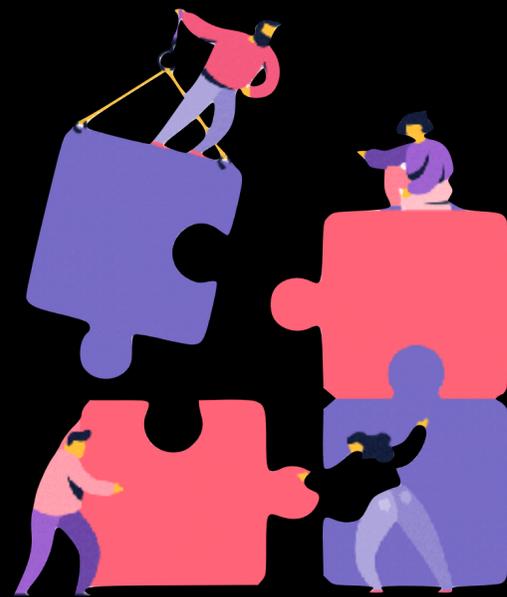


- ▶ Erin Smithers, Assistant Director of the [New Jersey Self-Advocacy Project \(NJSAP\)](#)
- ▶ NJSAP has been a Division-funded program of The Arc of New Jersey since 1983
- ▶ NJSAP supports the state's largest network of individual self-advocates and self-advocacy groups
- ▶ NJSAP provides comprehensive training and resources to self-advocates, Direct Support Professionals, and agency personnel

TYPE YOUR
QUESTIONS,
COMMENTS,
FEEDBACK
IN THE
QUESTIONS
BOX



THIS WILL BE A VERY INTERACTIVE WEBINAR



PLEASE SEEK SUPPORT OR HELP IF:

- Someone continually disrespects you
- Verbally or emotionally abuses you
- Physically abuses you!



TODAY, WE WILL DISCUSS:

- How To Identify and Diffuse Conflicts
- Resolve Tense Situations
- Practice Using Case Examples

**“Peace is not absence of conflict, it is
the ability to handle conflict by
peaceful means.”**

-Ronald Reagan

POLL: WHICH PART OF CONFLICT RESOLUTION DO YOU NEED SUPPORTS IN?

- Taking Time to Cool Down
- Active Listening
- Healthy Communication
- All Aspects of Conflict Resolution
- I'm Not Sure What Areas
- Other



EXPLAINING CONFLICT

WHAT IS A CONFLICT?

“Mental struggle resulting from incompatible or opposing needs”



WHAT CAN CAUSE CONFLICT?

PREVENTING
CONFLICT

PREVENTING CONFLICT

Speak Up For Yourself



PREVENTING CONFLICT

Share Your Boundaries



WHAT ARE SOME OF YOUR BOUNDARIES?

PREVENTING CONFLICT

Use Respectful Language



PREVENTING CONFLICT

Compromise



What are Compromises?

- * **A compromise is a mutual concession.**
 - * **Neither side gets exactly what they want but they agree to part of it to help come to an agreement.**
-

You and your friend are at the movie theater.

**You want to sit in the back but they want to sit
in the front.**

What are Compromises?

- * **A compromise is a mutual concession.**
 - * **Neither side gets exactly what they want but they agree to part of it to help come to an agreement.**
-

**You are going out to dinner. You want pizza
but someone else wants sushi.**

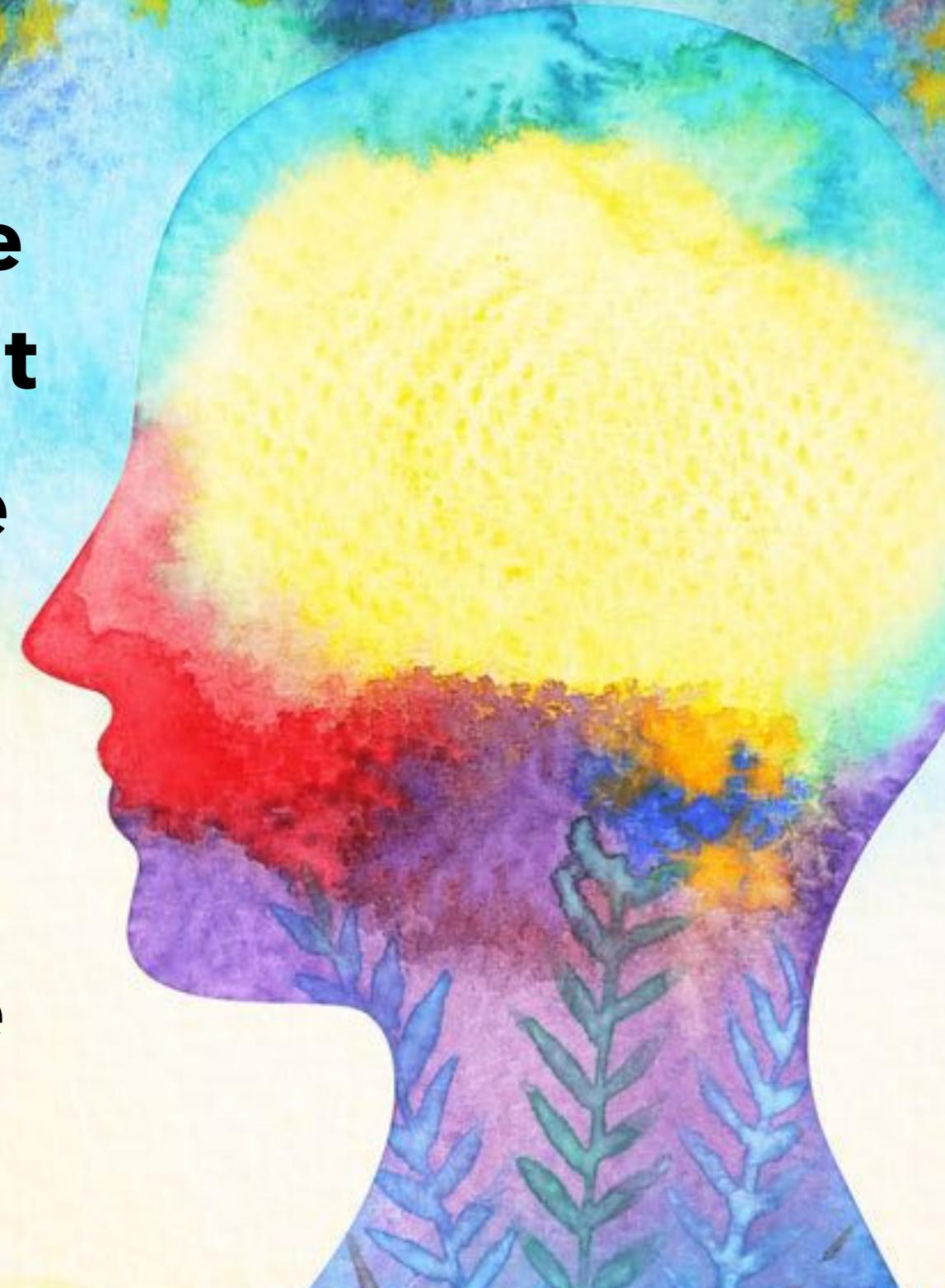
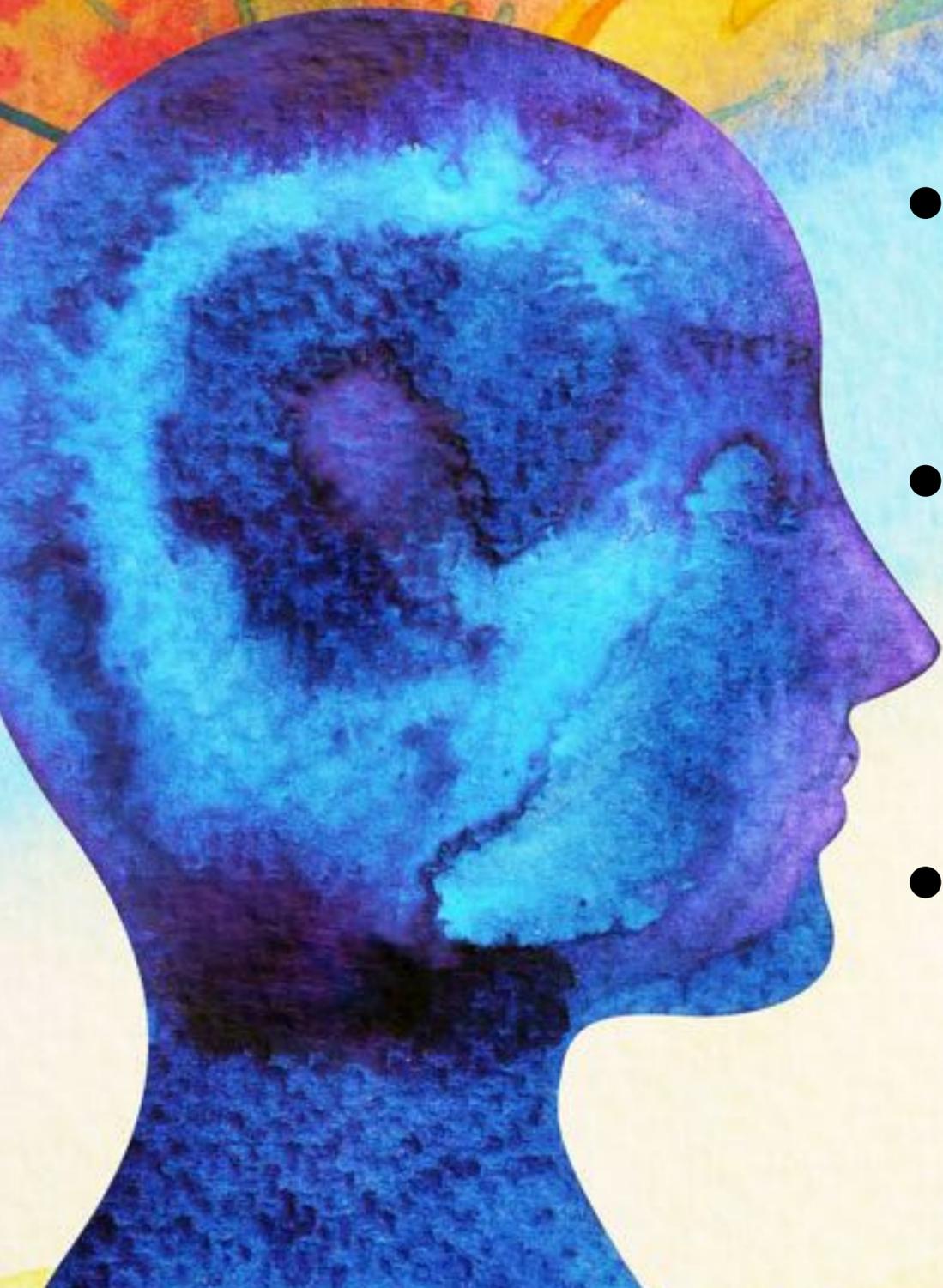
What are Compromises?

- * **A compromise is a mutual concession.**
 - * **Neither side gets exactly what they want but they agree to part of it to help come to an agreement.**
-

You and your best friend want to buy a projector to watch movies on together. You split the cost. Your friend wants to use the projector tonight, but so do you.

Why Do Compromises Work?

- **Everyone gets a little bit of what they want**
- **It shows that you are willing to work with the other people**
- **It shows you are listening to what the other person wants**



CONFLICT
RESOLUTION

**The goals of your conflict will change
from one situation to the next.**

WHAT IS A HEALTHY RESOLUTION?

Conflict resolution is a way for the people involved in a conflict to find a peaceful solution.



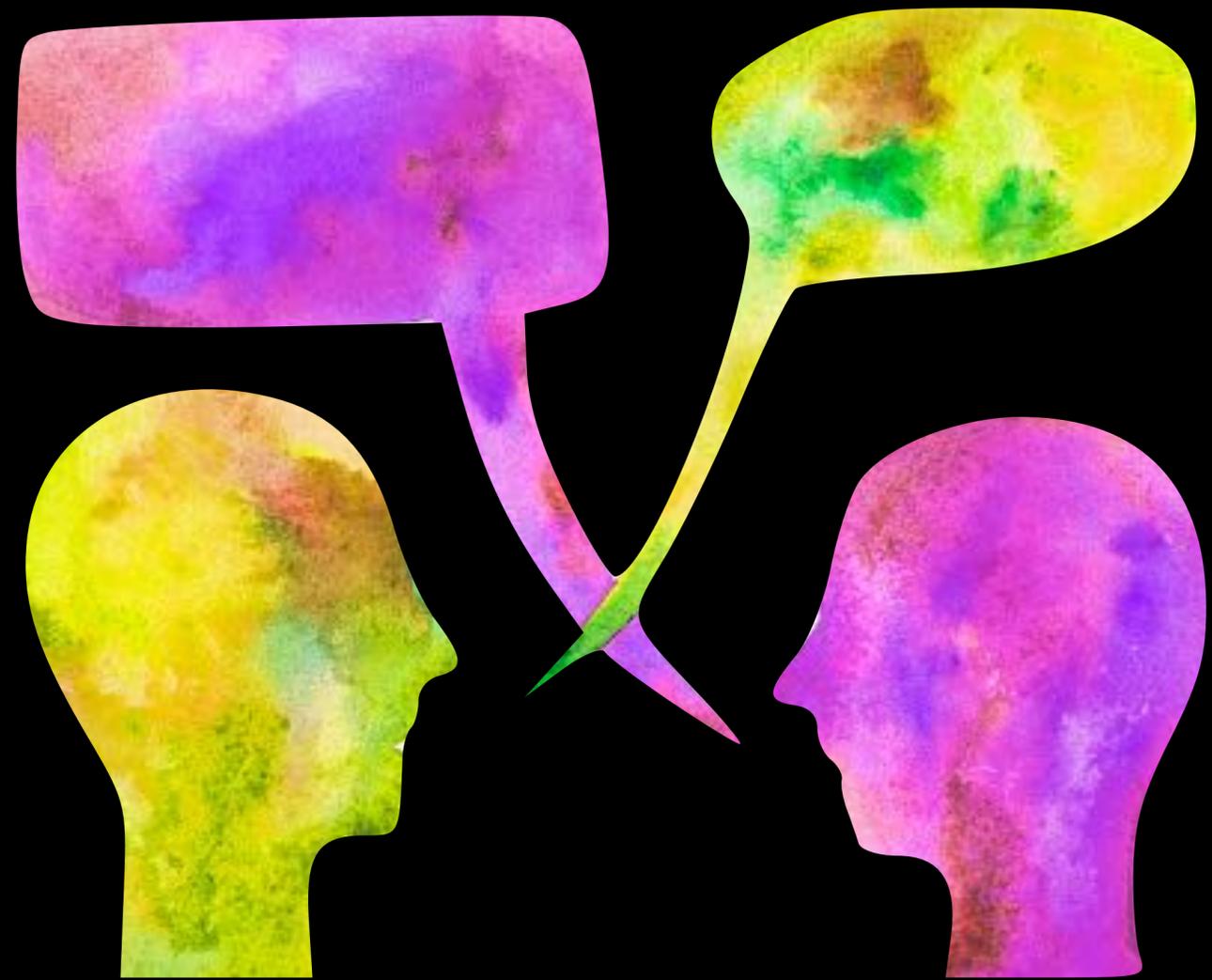
WHAT IS HEALTHY COMMUNICATION?

- Listening (Understanding)
- Being Patient
- Talking with Respect
- Saying Only The Things You Mean
- Explaining How You Feel
- Speaking 'Face to Face'



HOW CAN I BE A BETTER LISTENER?

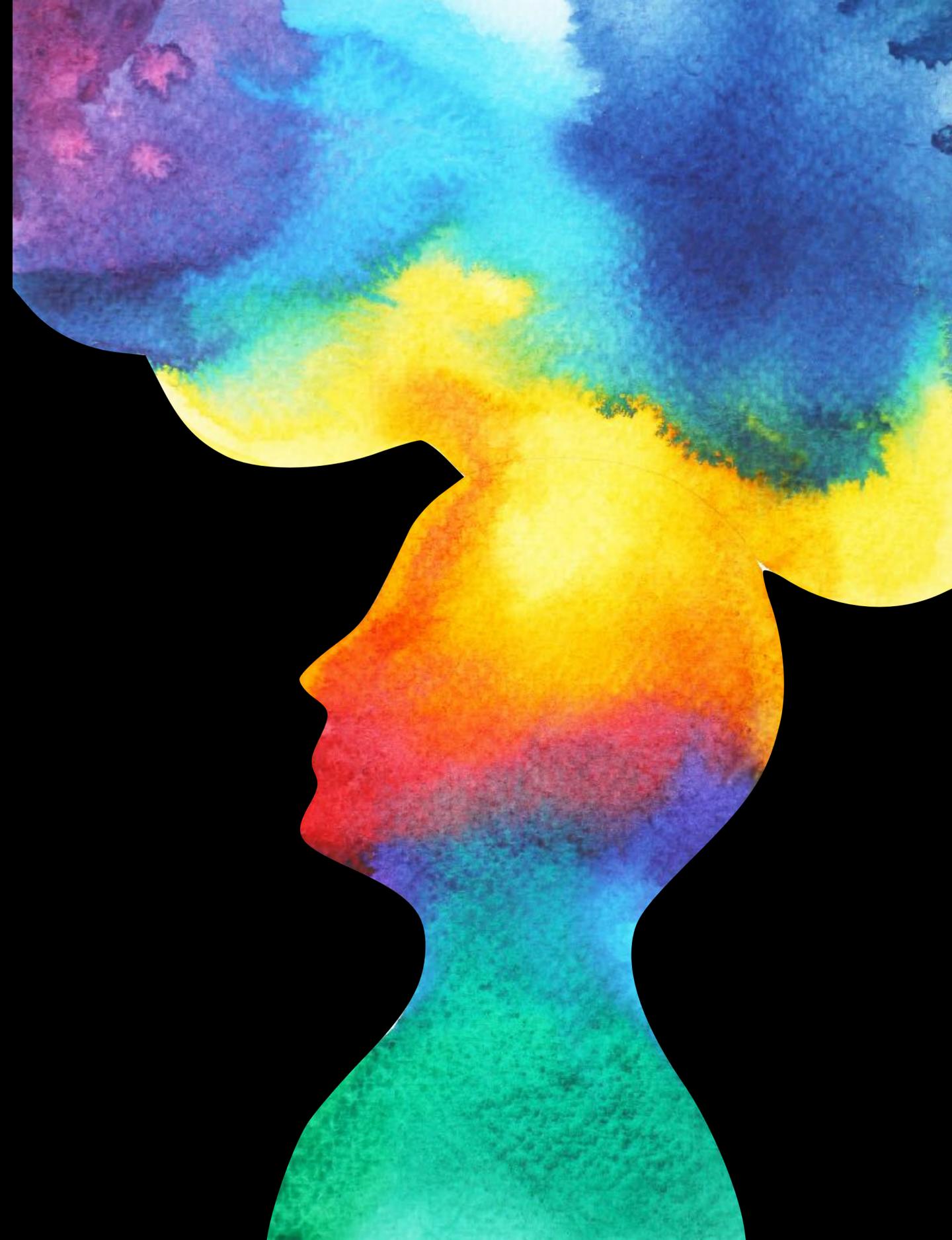
- Clear Your Mind
- Don't Interrupt
- Use Respectful Body Language
- Respond Appropriately
- Use Acknowledging Responses
- Ask Questions
- Paraphrase Back



Active Listening Activity

Patience

- **Slow Down**
- **Think Before You Speak**
- **Take Deep Breaths**
- **Create a Timetable**
- **Cool Down**
- **Write Down What You Want To Say**
- **Be Considerate**
- **Take a Break**



"IF YOU ARE PATIENT IN ONE
MOMENT OF ANGER, YOU
WILL ESCAPE A HUNDRED
DAYS OF SORROW"

CHINESE PROVERB

Talking With Respect

- **Use Respectful Language**
- **Don't Yell or Raise Your Voice**
- **Be Honest**
- **Be Specific**
- **Try to Resolve Conflicts and Not Win Them**
- **Ask For A Summary**
- **Respond**



Saying What You Mean

OUT OF ANGER

- **"I hate you"**
- **"You don't care about me"**
- **"You never help me"**
- **"You are such a"**
- **"Go away!"**

OUT OF HONESTY

- **"I'm very upset with you right now"**
- **"I was hurt by what you did"**
- **"I needed your help and you weren't there for me at that moment"**
- **"I'm hurt and I want you to be hurt too"**
- **"I need some space right now but I want to work this out later"**



How To Communicate When You're Angry



- **Sit with your anger without speaking**
- **Take a break, get some space**
- **Try to understand why you are angry**
- **Think about what you are going to say before you say it**
- **Resist the urge to unload your grievances on someone else**
- **Focus on creating a solution**
- **Learn from your anger**
- **Get it out in a healthy way**

I-Statement Activity

THE I-STATEMENT CONSISTS
OF 3 PARTS:

I FEEL _ _ _ _

WHEN _ _ _ _

BECAUSE _ _ _ _

Turn These Into Respectful I-Statements

- * **Your roommate or child keeps breaking curfew and not letting you know when they are going to come home.**
- * **Common Response:**
~~**"You can't keep coming home so late! You are so rude!"**~~
- * **I-Statement:**
"I feel worried when you come home late. I can't even sleep."

Turn These Into Respectful I-Statements

* **Your friend is not returning your phone calls or texts.**

* **Common Response:**

~~**"You never call me. I guess we just won't talk anymore!"**~~

* **I-Statement:**

"I feel hurt when you go so long without calling. I'm afraid you don't care."

Turn These Into Respectful I-Statements

* **A friend always cancels plans at the last minute.**

* **Common Response:**

~~**"You always cancel plans with me. I don't want to hang out with you anymore!"**~~

* **I-Statement:**

"I feel hurt when you cancel plans we made. I feel unimportant."

Explain How You Feel

- **Talk Privately**
- **Focus on the Facts**
- **Talk About How You Feel**
- **Be Honest**
- **Be Prepared**
- **Tailor the Message**
- **Talk Early**



Speak Face To Face

- **Be Available**
- **Make a Commitment**
- **Build Structure**
- **Talk Often**
- **Eliminate Distractions**
- **Follow Through**



CASE EXAMPLE #1



YOUR COWORKER KEEPS TAKING YOUR PHONE AND USING IT WITHOUT ASKING. YOU DON'T LIKE WHEN PEOPLE TAKE THINGS WITHOUT ASKING.

WHAT WOULD YOU SAY?

CASE EXAMPLE #2



YOU ASK A STAFF MEMBER AT YOUR HOME IF YOU CAN LEARN TO COOK AND HELP OUT IN THE KITCHEN. THEY KEEP MAKING DINNER WITHOUT YOU AND THEY WON'T LET YOU HELP PREPARE FOOD IN THE KITCHEN.

WHAT WOULD YOU DO?

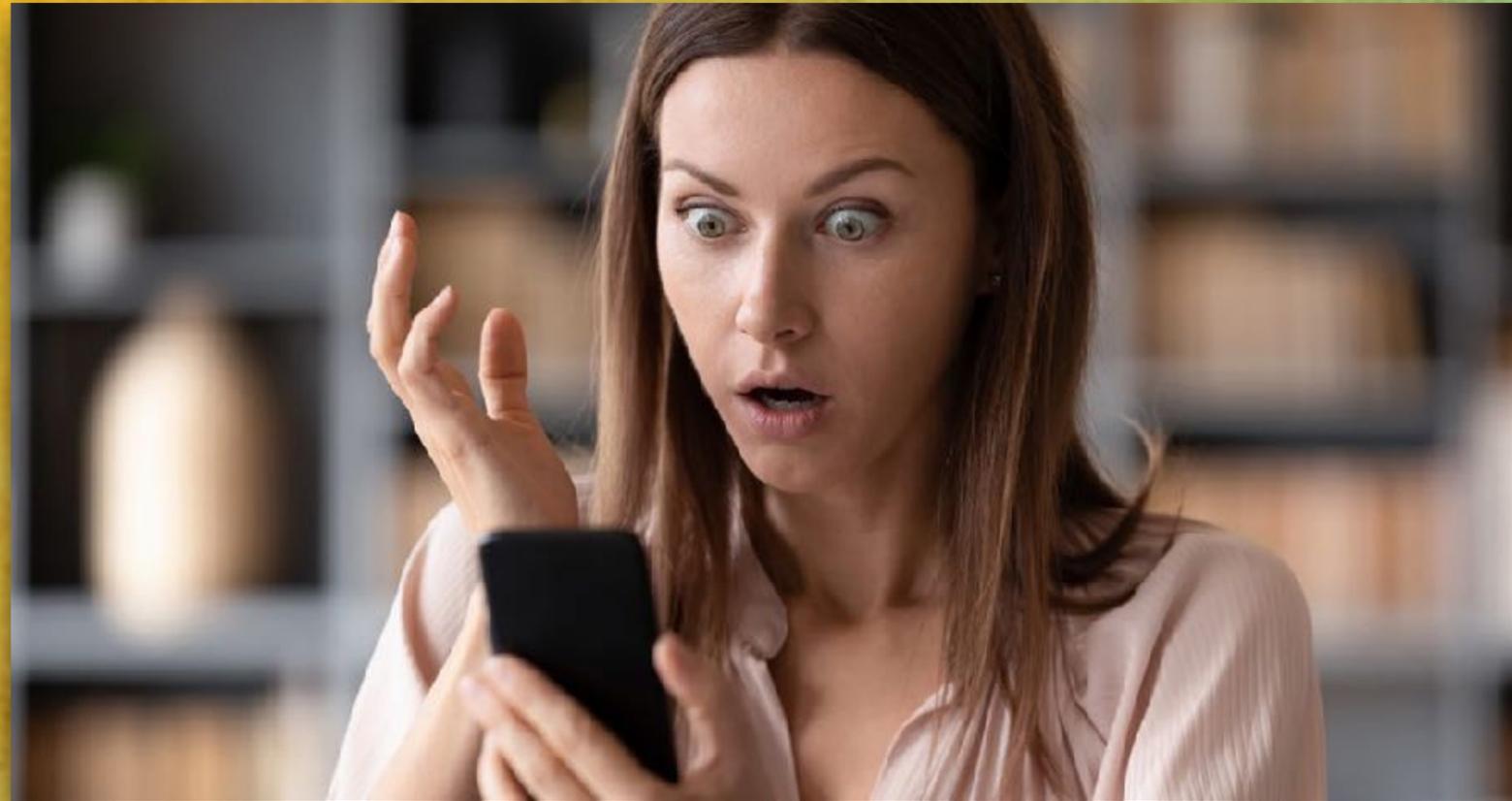
CASE EXAMPLE #3



YOU ARE IN YOUR BEDROOM WITH THE DOOR SHUT. YOUR PARENTS/ROOMMATES KEEP COMING IN WITHOUT KNOCKING. YOU ASKED THEM TO RESPECT YOUR PRIVACY BUT THEY KEEP COMING IN WITHOUT KNOCKING.

WHAT WOULD YOU SAY?

CASE EXAMPLE #4



YOU GET INTO AN ARGUMENT WITH YOUR PARTNER. YOU TELL THEM YOU NEED SOME SPACE TO CALM DOWN. THEY TEXT YOU 20 TIMES AND CALL YOU 10 TIMES DURING THE NIGHT. THEY ALSO SHOW UP UNEXPECTEDLY TO YOUR HOUSE.

WHAT WOULD YOU DO?

POLL: DO YOU FEEL BETTER EQUIPPED TO DEAL WITH CONFLICT?

- Yes
- No
- I Don't Know



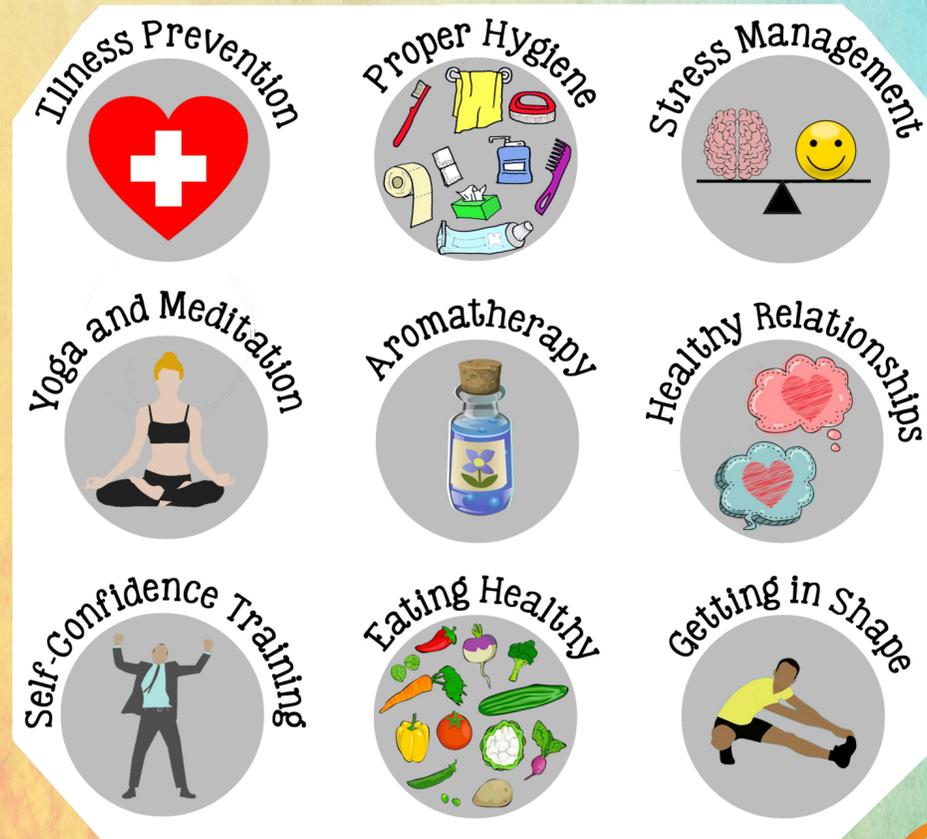
NEW JERSEY
SELF-ADVOCACY
PROJECT

FREE VIRTUAL TRAININGS

Healthy Lifestyles Project

improving health, improving lives

The New Jersey Self-Advocacy Project has partnered with The Horizon Foundation for New Jersey to help you learn more about health, wellness, and being the best you! We are happy to tailor our presentation(s) to suit the needs of your group. Contact us to set up a time and date at your location! The New Jersey Self-Advocacy Project Team will provide free workshops on the following topics:



Connect With Us!

Phone & Fax: (732) 749-8514

Email: NJSAP@ArcNJ.com

[www.Facebook.com/NewJerseySAP](https://www.facebook.com/NewJerseySAP)

[www.Twitter.com/NJSAP](https://www.twitter.com/NJSAP)

www.NJSelfAdvocacyProject.org



Foundation for New Jersey

MY WEEK WITH NEW JERSEY SELF-ADVOCACY PROJECT

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<ul style="list-style-type: none"> •Check social media feed for Veronica's new nutrition video  	<ul style="list-style-type: none"> •Watch the new Stay Healthy at Home webinar at 2pm 	<ul style="list-style-type: none"> •Interactive Zoom event for HLP:Live at 11am  <ul style="list-style-type: none"> •Check social media feed for IHT's new workout video 	<ul style="list-style-type: none"> •Play this week's Brain Game on Zoom at 1pm 	<ul style="list-style-type: none"> •Check social media feed for Erin's new recipe video  <ul style="list-style-type: none"> •HLP:Live! It's Fitness Friday with IHT on Zoom at 1pm 
<p>TO DO LIST:</p> <ul style="list-style-type: none"> •Sign up for NJSAP's email list •Request a virtual group training •Make a social media post using this month's hashtag 		<ul style="list-style-type: none"> •Participate in an advocacy campaign or Action Alert 	<p>REMINDERS + NOTES:</p> <ul style="list-style-type: none"> •Mark my calendar with all upcoming activities •Reminder: Each NJSSAN Council meets every month •Remember: Self-Advocacy means to SPEAK UP! 	



Find out more at www.njselfadvocacyproject.org

Facebook: @NewJerseySAP / Instagram: @NewJerseySAP / Twitter: @NJSAP

EVERYTHING IS AVAILABLE ON:



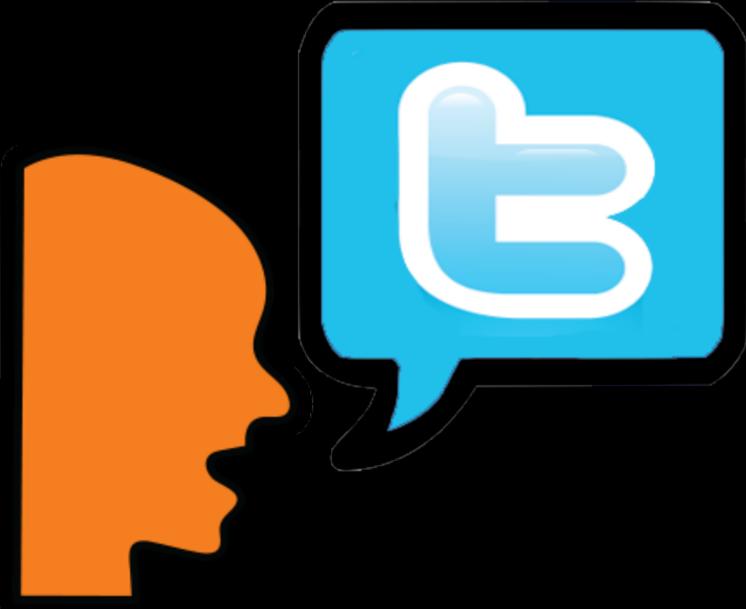
www.arcnj.org/programs/njsap/videos.html



<https://www.instagram.com/newjerseysap/>



<https://www.facebook.com/NewJerseySAP/>



<http://www.twitter.com/njsap>



[Click Here To Sign Up!](#)

Healthy Lifestyles Project

LIVE



Live Healthy,
Together



DOWNLOADS:

FREE TRAININGS FOR ADULTS WITH I/DD

by New Jersey Self-Advocacy Project
A program of The Arc of NJ since 1983



We will present **FREE** workshops for your agency!
Email NJSAP@ArcNJ.org or call 732-749-8514 to schedule a training.

SELF-ADVOCACY

All About NJSAP & NJSSAN
Starting a Self-Advocacy Group
Team Building
Human Rights and Responsibilities
Erasing the R-Word & Person First Language
Advocating for Yourself
Boosting Your Self-Confidence
Supported Decision Making
Consent & Respect
Everyday Self-Advocacy

LEGISLATIVE ADVOCACY

Governmental Affairs
Voting
The Census
The Americans with Disabilities Act
Action Alerts & Advocacy Campaigns

EMPLOYMENT

Employment & Pre-Employment Skills
Resumes & Employment Prep
ADA Employment Accommodations
Working From Home

TECHNOLOGY

Internet Safety
Assistive Technology
Online Communications & Staying Connected
Online Resources & Activities

COMMUNICATION & RELATIONSHIPS

Healthy Communication
Respectful Behavior
Anger Management
Healthy Relationships
Online Dating
Gratitude
Cognitive Flexibility

HEALTHY LIVING

First Aid
Get Better Sleep
Outdoor Safety
Illness Prevention
Proper Hygiene
Proper Portion Sizes
Dangers of Sugar
Quick Healthy Snacks
COVID-19 Information
Stress Management
Small Steps to Living a Healthier Life
A Guide on Face Masks
How to Lower Your Carbon Footprint

GUIDED ACTIVITIES

Mindful Cooking
Yoga & Meditation
Indoor Exercise & Adaptive Fitness
Aromatherapy
Journaling & Vision Boards

www.NJSelfAdvocacyProject.org

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Resources

- ▶ NJSAP: <http://www.arcnj.org/programs/njsap/>
- ▶ NJSAP Webinars: <https://www.arcnj.org/programs/njsap/webinars.html>
- ▶ NJSAP Youtube: www.arcnj.org/programs/njsap/videos.html
- ▶ NJSAP HLP: www.HealthyLifestylesProject.org
- ▶ Healthy Lifestyles Project Live!: <https://www.arcnj.org/information/healthy-lifestyles-project/hlplive.html>
- ▶ NJSAP Email List Registration: https://visitor.r20.constantcontact.com/manage/optin?v=001PkT5eHO4C2JrwfPw-p5rdqMeT2hyB3H_I_8-6Pyz_LIEdaG9FrebFmRUe0vIVTdajyOgbl3eJPfej5_IYANtZZVdceO7DjpChIHrmndLyH8%3D
- ▶ Positive Pulse Sign Up Link: https://visitor.r20.constantcontact.com/manage/optin?v=001PkT5eHO4C2JrwfPw-p5rdhN0hs6zmFCpw_-qljyChHCjo8caQ57OnfriaJZQWdRzRL_w8oJ-UatsYCC7QBeHthjpotosACKEiDlw07cbjhkra9kPcBx4gW6FI9bf_XOk0QqcieR1PU3-NjnEHKe3A2eQ4R1h09jV7UMSM9iFawgMIB9xGmVFCg==
- ▶ NJSAP Twitter: <http://www.twitter.com/njsap>
- ▶ NJSAP Instagram: <https://www.instagram.com/newjerseysap/>
- ▶ NJSAP Facebook: <https://www.facebook.com/NewJerseySAP/>
- ▶ NJSAP HLP LIVE Sign Up Link: https://visitor.r20.constantcontact.com/manage/optin?v=001PkT5eHO4C2JrwfPw-p5rdqMeT2hyB3H_I_8-6Pyz_LIEdaG9FrebFmRUe0vIVTdajyOgbl3eJPfej5_IYANtZZVdceO7DjpChIHrmndLyH8=
- ▶ I-Statement Activity Sheet: <https://www.therapistaid.com/worksheets/i-statements.pdf>
- ▶ Love is Respect: <https://www.loveisrespect.org/resources/what-is-respect-in-a-healthy-relationship/>
- ▶ Center For Healthy Relationships: <http://www.cfhealthyrelationships.org>
- ▶ Abuse Hotlines: <https://www.nj.gov/dcf/families/hotlines/index.html>
- ▶ Healthy Relationship Guide: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiyud-f0sHuAhV0EVkFHXNbDFkQFjAHegQIDRAC&url=https%3A%2F%2Fwww.arcnj.org%2Ffile_download%2Fb1a2c6c4-8bb1-466c-9d61-eeefa8553e331&usg=AOvVaw1UCAelzPPSaKmQFvkjMTIt

QUESTIONS?

- ▶ Stay in touch: ESmithers@ArcNJ.org
- ▶ **Phone & Fax:** 732-246-2525 x26
- ▶  twitter.com/NJSAP or @NJSAP
- ▶  Facebook: [https://www.facebook.com/
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www.njselfadvocacyproject.org](http://www.njselfadvocacyproject.org)