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iv WORKBOOK



#### **GOALS AND OBJECTIVES**

Upon successful completion of the course *Conflict* Resolution for Recovery and Relapse Prevention, you should be able to

- Be more thoughtful about reactions to conflict
- Demonstrate a strengthened impulse control when faced with conflict

#### Specifically, you will learn about:

- Conflict resolution and communication skills
- Healthy types of communication
- Stages of relationships and how they relate to conflict
- How to use and understand the conflict mode instrument
- Relate conflict styles of family of origin issues
- Effective styles of conflict resolution
- Tips to more effective and healthier communication





## **CLASS GROUND RULES**

1.	Be on time
2.	If you cannot come: a. Call b. Get your homework assignments c. Make up your session
3.	Listen and do not interrupt
4.	Show respect for your facilitator and classmates
5.	Keep others' personal information shared in class discussions confidential
6.	Keep an open mind
7.	Validate others' opinions, even if you do not agree with them
8.	Do your homework
9.	
10.	
11.	
12.	





### **LIMBIC SYSTEM**

Absolute – Centered Reptilian Brain



But!! Could

You better

How??

No!

Shut Up! Should

**Always** 

Fight/Flight System

Don't you ever

Won't

Never do that

again

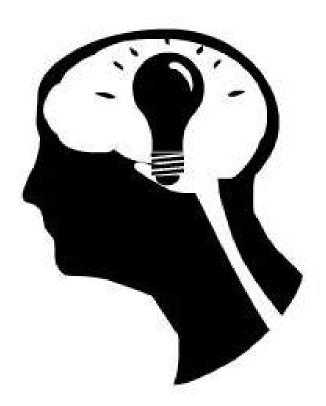
Don't





### THE CORTEX

**Creative - Centered** 



I believe
Consider
Stand still and back up
the train
Have you
thought/believed/felt

Often I would like Yes!

Thank you!

I wonder
Let's discover
Is it possible
Could it be





## **ANGER SCALE**

So, this is the time to gauge how your anger really affects your behavior. Please be brutally honest. Real honesty will get real results. Depending on which best mirrors your behavior, answer true or false to each statement.

1.	Most often, I do not let others see my anger. When I do, I really show it and my behavior gets harsh.	True	False
2.	When I think of the terrible things that other people have done to me, I still get really "pissed."	True	False
3.	When I have to wait for other people, whether in traffic, in lines, or otherwise, I get really impatient.	True	False
4.	I get "pissed off" very quickly.	True	False
5.	I can get really angry and bitter with people who are close to me.	True	False
6.	At the end of the day, I go back over these things that really made me angry and it re-ignites my anger.	True	False
7.	I try to make as sharp and cutting a response to the person who says something cutting or mean to me.	True	False
8.	I choose not to forgive those who have hurt me.	True	False
9.	I really hate to lose my cool and when I do I feel ashamed.	True	False
10.	I do not tolerate foolish people and I try to avoid them.	True	False
11.	When something really angers me, I feel it in my body with physical symptoms, such as quickened pulse, rapid heart rate, upset stomach, or headache.	True	False
12.	I have been betrayed by people who were supposed to be close to me, making me push them away.	True	False
13.	I get really angry when things do not go as I think they should.	True	False
14.	I obsess on my anger or bad things that happen to me and the people who have done them.	True	False





15.	I have spoken out so angrily in my frustration that I don't remember exactly what I said or the tone I used.	True	False
16.	I push down my angry feeling over and over until I blow like Mount St. Helens.	True	False
17.	I really hate to argue or fight.	True	False
18.	I have been reprimanded at work due to my anger.	True	False
19.	I have heard from my family and/or friends that I should control my anger.	True	False
20.	I have said things in anger that I regretted later.	True	False
21.	I have lost a relationship due to my anger.	True	False
22.	I have intimidated people due to my anger.	True	False
23.	In my angry frustration or hurt, I have comforted myself by eating or using alcohol or other drugs.	True	False
24.	I don't get even, I get back more.	True	False
25.	When I get really mad at someone, I just try to avoid them.	True	False
26.	I have become physically violent—throwing things, pushing someone, or even hitting someone.	True	False
27.	Sometimes, I get so angry I could kill.	True	False
28.	I have felt like hurting myself.	True	False
29.	I know I need help with my anger.	True	False
30.	I feel better when I can get angry.	True	False
•	If you answered "True" to 15 or more statements, it is time to get some anger.	help fo	r your

- If you answered "True" to 14 statements or fewer, you still have some things to learn about conflict resolution. Hang in there and learn what will help you.
- If you answered "True" to statements 25–30, then you need to receive more intense counseling.





## RESPONSE LOG—WEEK \_\_\_\_

Each week, be aware of the instinctual words and phrases you use. The goal is to change the words to deliberate ones. It is great to catch yourself in "mid-blame" and start over again, using deliberate words.

Words and Phrases			
Instin	ctual		Deliberate
In what ways do I build relationships?			
This is a change for me. In the past, I have			





Things or ways to remind myself to use deliberate words would be: