



Communication/Conflict Resolution Module

Session One

Session Goal:

- Conduct a general screening for mental health and substance abuse issues.
- Assess the conflict or communication problem in the workplace and/or in personal relationships.
- Engage the client in the change process.
- Determine interventions and set goals for change.

Interventions:/Skill Building:

- Use a scaling question to determine the client's motivation to change and their distress level: *"On a scale of 1 to 10 with 10 being the most, what is your level of distress regarding this problem?"*
- Choose an applicable worksheet to teach a communication or conflict management concept.
- Practice the concept in session.
- Use solution-focused questions to engage the client in change:
"What will be a small sign of progress over the next weeks that will tell you that you are making good headway?"

"How will you know when you have solved the problem with conflict/communication that is causing you difficulty?"

"How can you apply this concept in the workplace or your personal life? Have the client provide an example and practice the new skills in the session."

Worksheet Options:

- Principles of Positive Co-Worker Relationships
- The Circle of Responsibility
- Tips for Working with Difficult People
- Dealing with Difficult Behavior

Homework:

- Ask client to apply their new communication or conflict management concept to a situation in the workplace or their personal life.
- The client is responsible to report their results at the next session.



Session Two

Session Goal:

- Teach effective communication and conflict management skills.
- Coach the client, using positive solutions and successes.

Interventions:

- Review the homework assignment, using solution-focused questions. *“What has been better since last session?” “What worked?” “What didn’t work?”*
- Use the scaling question to assess and reinforce client’s progress.
- Choose an applicable handout to teach communication or conflict management skills.
- Coach the client, using real examples in behavioral terms.
- Practicing the new skill in session.

Worksheet Options:

- The Art of Communication
- Conflict Resolution Ground Rules
- Respect in the Workplace
- Using Positive Communication Techniques with Your Boss

Homework:

- Ask client to apply the new communication/conflict skill in the workplace or in their personal life.
- The client is responsible to report their results in the next session.



Session Three

Session Goal:

- Reinforce the client's progress and changes.
- Coach the client for continued success.

Interventions:

- Review the homework assignment.
- Use the scaling question to confirm their progress. Reinforce any positive changes.
- Use solution focused questions to coach for sustained, positive change.
"How did you accomplish that?" "What did you tell yourself to pull that off?" "What will you have to continue to do to maintain that change?" "What else is better?" "How will you know if you are heading back to the old ways?"
- Chose an applicable handout for closure of module.

Worksheet Options:

- Conflict – Crisis or Opportunity?
- Tips for Healthy Communication
- Points to Remember

Homework:

- Ask the client to remain aware of how they communicate and to review how they are using their new concepts and skills.
- Have the client track any "red flags" that indicate they are headed back to communication or conflict management problems.
- Reinforce that the client may call the EAP for a "tune-up".