

Effective Communication

Centennial High School Peer Counselors

Learning Objectives

- * Introduction to the Peer Counseling & Mediation program and how to access it
- * Awareness of Listening techniques
- * You will understand styles of communicating and be able to identify your communication style
- * Understand the types of problems and potential strategies for solving problems
- * Be able to identify and resolve issues through ACTIVE communication

*A listening EAR and a helping HAND -
CeHS PC Motto*



PEER COUNSELING

**Available Every Day
Every Hour
In Guidance**

What is Peer mediation?

Peer mediation is problem solving by youth with youth. It is a process by which two or more students involved in a dispute meet in a private, safe and confidential setting to work out problems with the assistance of a trained student mediator.

- If you have conflict self refer for mediation
- Student support
- 1 on 2 problem solving

The process is voluntary for both sides:)

Both students must be willing to solve the problem. Peer counselors don't "make decisions" but rather work towards *win-win resolution* for both sides in order to avoid future trouble.



Benefits of having Peer Mediation in a school include:

- Peer to peer resolution, leaves the adults out of it
- Reduced referrals and administrative intervention
- Empowers students to learn to resolve disputes by themselves
- SAVES Relationships & Friendships!

Listening



Reflective listening- Attending and Summarizing

Attending means using nonverbal behaviors to show you hear, that you are interested and that you wish to understand. These nonverbal behaviors include such things as eye contact, facial expressions, gestures, and postures.

- ✓ For example: verbal utterances like “Hmm!”, and “Uh-huh!” and postures like leaning forward and nodding your head.

Attend or “intend” on listening...

Summarize means you restate the most important facts

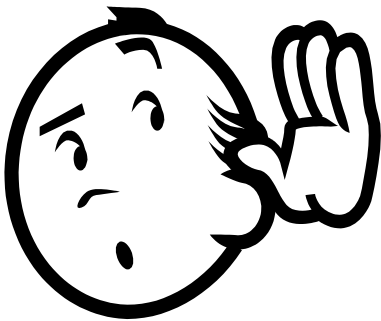


Non-Reflective Listening

It's a good use of attentive silence and minimal vocal responses.

For example: “Really?” & “Wow”

Use Non-Reflective listening when the speaker only wants an *ear* to listen to them and not a voice to give advice. A common example would be.... (think a friend in distress, just wants YOU to listen – not judge/talk!)



EFFECTIVE LISTENING = Reflective + Non-reflective

3 Communication Styles

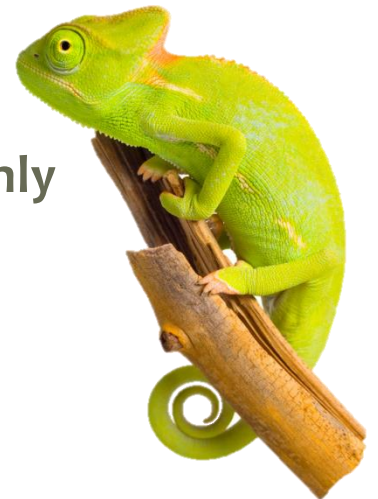
Understanding your communication style

- * To have those excellent communication skills you need a key element = “Self Awareness”, to know how you are perceived by those you talk to.



- * By knowing how others perceive you, you can adapt your style to them and be able to effectively communicate.

- * There are three basic communication styles that are commonly accepted: Aggressive, Passive, Assertive. Knowing your personal style will help you in achieving self-awareness!



Style No. 1 (Aggressive)

Communication Style

- Close minded
- Poor listener
- Interrupts



Behavior Type

- Bossy
- Know-it-all
- Breaks personal space

Problem solving style

- Compulsive need to win
- Operates a win/lose methodology



Effects of this style

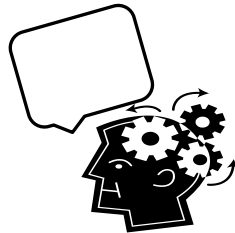
- Provokes counter aggression
- Wastes energy with over supervision
- Forces compliance with resentment



Style No. 2 (Passive)

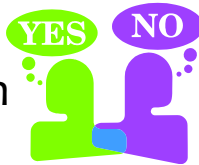
Communication Style

- Indirect
- Always agrees
- Doesn't speak their mind



Problem Solving Style

- Agrees externally but disagrees internally
- Spends too much time asking for advice/supervision



Behavior Type

- Clams up when treated unfairly
- Lets others make decisions
- Complains instead of taking action



Long-term Effects

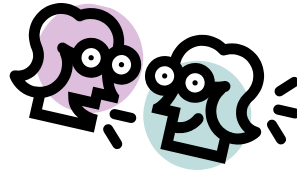
- Builds dependency relationships
- Slowly loses self-esteem
- Promotes others' causes



Style No. 3 (Assertive)

Communication Style

- Effective/ **Active Listener**
- States observations, no labels or judgments
- Expresses self clearly without being accusatory



Behavior Type

- Fair
- Consistent
- Action-oriented
- Planner

Problem Solving Style

- Negotiates, Win-Win methodology
- Confronts problems at the time they happen



Long-term Effects

- Increased self-esteem and confidence
- Other people know where they stand

Common Communication Pitfalls during a conflict

- You offer advice
- You interrupt them
- Your words come across as judgmental
- You ridicule them
- You criticize them
- You distract them
- You talk about your own experiences

“I” Messages

“I” Messages focus on the feeling of the speaker, they don’t place blame on the listener so then they don’t get so defensive when you say something.

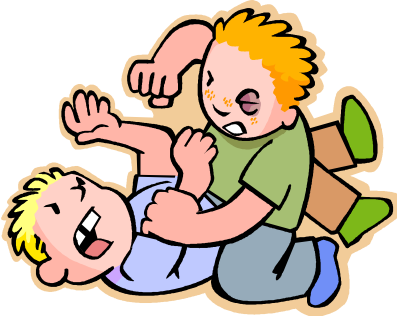
“I Feel (state the feeling) when (state the action or behavior) because (state the effect on you)

Any examples?

Types of Problems

Types of Conflict and Issues :

- Rumor/Gossip
- Bullying
- Boy/Girlfriend
- Intrusion of space
- Threats
- Fights



Give me an Example of an issue you see in your daily life that is not up here

Types of Solutions

Accommodation

- They 'go along' with it even though they don't really want to. They want to be liked.

Competition

- Physical or verbal aggression is shown. People accuse, blame, use sarcasm and 'you' language.

Avoidance

- People ignore the problem, thinking it will go away or that it is hopeless.

Compromise

- They look for a quick fix by making a deal rather than working out the problem

Collaboration

- Both individuals are winners because they work together to solve a problem

Scenarios

Step 1: Identify Type of Problem

- Rumor/Gossip
- Bullying
- Boy/Girlfriend
- Intrusion of space
- Threats
- Fights

Step 2: Identify Communication Styles being used

- Aggressive
- Passive
- Assertive

Step 3: Potential resolutions

Scenario 1:

Joe and Mindy are having problems in their relationship. Yesterday Mindy saw Joe flirting with her best friend in the hallway on her way to 2nd hour. Mindy confronts Joe and accuses him of cheating. Joe gets in Mindy's face and tells her she's wrong, and to leave it alone.

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Scenario 2:

Last night Monika was on twitter and saw Abby's latest tweet. It read "OMG can you please stopping singing One Direction in the hall's". Monika knows it's about her and sends her own Tweet "Some people are too cowardly to say things to my face so I'm going to sing at the top of my LUNGS!". At school the next day, words are exchanged in the hall between Abby and another friend causing the group to take sides.

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Step 3: Potential solutions

Scenario 3:

Nick just failed his math test and his parents are going to kill him. Tim his long term friend makes fun of his failure jokingly but it doesn't come off that way. Nick can't articulate himself so instead he gets physical and punches his friend.

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Scenario 4:

Rebeca and Tiffany are BFF's, but Rebeca has been distant lately. Tiffany heard that Rebeca and Hilary, one of their mutual friends went to a party without her.

Tiffany saw Hilary's Instagram post of Rebeca and her together with the caption "best friends for life." Instead of confronting Rebeca, Tiffany just lets Hilary steal her friend. Rebeca wants to solve the problem but doesn't want to hurt Hilary's feelings.

