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ANOTHER **PIECE**

VOLUME 2, ISSUE 6

JUNE 2014

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Welcome to "Another Piece" White Behavioral Consultants' newsletter. WBC has been a premier provider of behavioral modification services for clients with traumatic brain injuries for 11 years. WBC is committed to the entire support system of the client. This newsletter is a part of that commitment to give back to the clients, families, case managers, and other community members who have helped us get where we are today. Our sessions with clients are confidential, but there are many general tips and tools that we use which we would like to share with our readers. Our newsletter will provide a format to share these strategies, which are simple to use and may be applied to a variety of everyday situations.

 **Communication...Conflict Resolution**

This month we will explore specific communication skills most useful in resolving conflicts. Assertive communication is usually the best approach; one that displays respect for each individual engaged in the conversation and allows one to express their feelings and needs in a healthy way.

Skill	Why?
Listen without interrupting.	Ensures the other person feels heard and valued.
Reflective listening—before responding, restate what you heard in your own words.	Increases understanding of everyone's stance.
Clearly state what you want or need.	Helps the other person to understand your request.
Use "I" statements— "When you _____, I feel _____, could you please _____."	Keeps the focus on your feelings and needs rather than blaming the other person; helps to decrease defensiveness.
Stand up for personal rights.	Because each person is equally important; this is how you show respect for yourself as well.
Focus on the problem, not the person.	When a disagreement turns to personal insults or raised voices, the conversation is no longer productive.
Know when to take a time-out. Have a plan in place for how someone can call for a break when needed; hopefully before the disagreement escalates.	Once words are spoken, they cannot be taken back. Everyone should spend some time relaxing, and then return to problem-solving. It is very important to continue returning until a problem is resolved!

At the end of the day, we may improve the relationship by addressing conflict, or we may not. We cannot control or change others, but we can control ourselves by assertively confronting in a non-threatening way, communicating our feelings, establishing boundaries, and we give the other person a choice if they want to be a part of fixing the relationship or not.

Conflict Resolution...Sample Conversations

Last month we provided two scenarios for you to think about and practice identifying an appropriate conflict style. Now we will look more closely at those scenarios and provide one possible approach for that conversation.



Communication...Conflict Resolution (Continued from Page 1)

The first scenario was about two coworkers, Mike and John. John was more flexible with the company rules, which sometimes put Mike in compromising situations.

- a. Identify the emotions and conflict: Mike likely feels taken advantage of when John is not there on time, and pressured to lie for John when people ask where he is.
- b. Sample conversation using communication skills:

Mike: John, when you are late in the morning, I feel uncomfortable when people come and ask where you are. I would appreciate it if you could be to your desk by the designated time.

John: I didn't mean to put you in a difficult situation, but this is how I've always done things and no one's cared before. I don't see what the big deal is.

Mike: I understand this is your routine. I don't know how things were done before, and maybe no one else will care. But I can only speak about the situation it creates for me. I feel uncomfortable lying for you, so wanted to be courteous and let you know that I will be answering honestly if asked where you are.

John: So you're going to tell on me?

Mike: No, but I am going to answer any questions directed at me honestly. If that results in a negative outcome for you, that is unfortunate, but I cannot compromise myself.

The above conversation shows Mike explaining the situation that has been created for him, and establishing a boundary with which he feels comfortable. If John were to continue arguing, it would be important for Mike to continue calmly standing his ground. If John escalated, Mike might try something like "I'm sorry this is so upsetting for you, I was trying to be as respectful as possible. Should we ask management to help us resolve this issue?"



The second scenario was about Samantha, and her conflict with one of the home health aides, Rebecca.

- a. Identify the conflict: Rebecca likely feels uncomfortable in this work environment, and hurt by Samantha's behavior.
- b. Sample conversation using communication skills:

Rebecca: Samantha, when you go to your room, I feel like you are avoiding me. Could you please tell me, have I done something to hurt or upset you?

Samantha: No.

Rebecca: Well, would you mind telling me why you prefer to be in your room then?

Samantha: I just don't want to talk. What's the big deal?

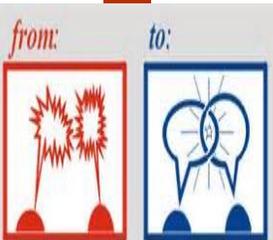
Rebecca: I just want to make sure that I provide the best care while I'm here. I'm here for a long time, and when I don't see you much, I feel uncomfortable. Is there a reason you are uncomfortable around me?

Samantha: I just don't think we have much in common because of our ages.

Rebecca: Oh, I can understand feeling more comfortable with someone your own age. But, you know, if you tried spending some time with me you might find out we're not as different as you think. Would you be willing to try doing one activity with me while I'm here? If you're still uncomfortable after a month, maybe we could talk with the team about other aide possibilities for you.

Samantha: I suppose that wouldn't be so bad. I could try it.

The above conversations are meant to model some of the skills discussed in the first article. It is important to remember that you only have control over your side of a conversation, not how the other person responds. The skills identified are meant to help a conversation go more smoothly, but there is no guarantee how others will respond. If you have someone you need to confront, it can also be helpful to write down what you want to say and practice it in the mirror or with your therapist. Role playing different scenarios can help begin mastering the skill of conflict resolution.



Monthly Recipe

Broccoli Salad!!

Very
Healthy!



Tips Before Starting

- We've provided a shopping list, which can be cut out and taken with you to the store. Be sure to look at home for ingredients you already have. Check off each ingredient as you gather it.
- We've also provided a list of needed cooking utensils. You may already have these items at home, but check and make sure before you go to the store.
- Place this recipe and tip list in an easy to see location before starting.
- Gather all the required cooking utensils and ingredients and place them in easy reach before starting.
- We've put checkboxes next to each step. Put a check mark in the box immediately after completing each step.

Prep time: 20 minutes

Fridge Time: 2+ hours

Total time: 2 hours and 20 minutes

Serves: 6

Ingredients

- ½ cup bacon pieces
- 1 head fresh broccoli, cut into bite size pieces
- ¼ cup red onion, chopped
- ½ cup raisins
- 3 tablespoons White Wine Vinegar
- 2 tablespoons sugar
- 1 cup mayonnaise
- 1 cup sunflower seeds

Cooking Utensil List

- Medium mixing bowl
- Small mixing bowl
- Cutting Board
- Knife
- Measuring Cups
(or 2 large serving spoons)
- Salad tongs
- Tablespoon
- Foil Wrap
- Strainer
- Whisk
- Refrigerator

Shopping List

- 1 head of fresh broccoli
- 1 red onion
- 1 small container of raisins
- 1 bag of bacon pieces
- Sugar
- White Wine Vinegar
- Mayonnaise
- Sunflower seeds

Instructions

- Using strainer, rinse broccoli under cold water
- Using cutting board and knife, cut 1 head broccoli into bite size pieces and place into medium mixing bowl
- Using cutting board and knife, cut red onion into small pieces
- Using measuring cups, measure ¼ cup red onions and pour into medium mixing bowl
- Using measuring cups, measure ½ cup raisins and pour into medium mixing bowl
- Using Tablespoon, measure 3 Tablespoons of white wine vinegar into small mixing bowl
- Using Tablespoon, measure 2 Tablespoons sugar into small mixing bowl
- Using measuring cup, measure 1 cup mayonnaise into small mixing bowl
- Using whisk, mix together dressing ingredients in small mixing bowl
- Pour dressing into medium mixing bowl over salad ingredients
- Using salad tongs, toss salad until evenly covered with dressing



- Cover with foil and place in refrigerator for at least 2 hours
- When ready to serve, remove salad from fridge and take foil off bowl
- Using measuring cup, measure 1 cup sunflower seeds and sprinkle over salad
- Using measuring cup, measure ½ cup bacon pieces and sprinkle over salad
- Toss with salad tongs until well mixed



where the pieces
come together

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Youth Corner

As another school year draws to a close, you likely find yourself breathing a sigh of relief and looking forward to the decreased demands of summer. Although it is important to take a break and enjoy the down time, it is also important to maintain some structure and involvement in enjoyable social activities. Some ideas include:

- Pick something you enjoy and find a volunteer opportunity
- Join a summer sports team
- Create a neighborhood sports team to practice with weekly
- Find an activity to participate in with friends. Community centers are a good place to look
- Check out therapeutic programs in the area:
 - *Universal Rehabilitation Institute
 - *Special Tree
 - *Rainbow Rehabilitation
 - *TheraSupport



Detroit summer camp has a Counselors-in-Training program for 12-15 year olds.

check www.detroitsummercamp.com for more information

Family Corner

June activity ideas in the general Detroit area:

- ◆ Head out and explore nature—check this website for ideas:
http://detroit.about.com/od/peoplelifestyles/a/Public_Gardens.htm

- ◆ June 6, 2014; 5 pm– 10 pm
Cranbrook Institute of Science
 - * 39221 Woodward Ave, Bloomfield Hills, MI 48304
 - * (248) 645-3200
 - * Admission is free after 5 pm, Courtesy of the MASCO Corporation Foundation

- ◆ Check your local library for a “**Summer Reading**” kick-off event!
- ◆ Library card holders are eligible for free or discounted museum admissions through the Michigan Activity Pass.
See the website for further information.
<https://www.eventkeeper.com/prmaps/code/index.cfm?mn=628322>

- ◆ June 20-22
River Days along the Detroit Riverfront
 - * Entry is free Friday, June 20, between 11 am and 5 pm; otherwise \$3 before 5 pm and \$5 after 5 pm.
See <http://www.riverdays.com/> for more information

- ◆ Visit your local Farmer’s Market for fresh fruits and vegetables



What do you think about our newsletter? Has the information been helpful? What do you like the most? The least? Is there a specific topic you would like us to touch upon?

We welcome your comments. Please visit our website at www.whitebehavioral.com, click on the “Our Newsletter” tab, and leave your feedback.

“If you would like to subscribe to our newsletter please call or e-mail.”

