



CSWS Information Intake Form CONFIDENTIAL FORM

Date _____ **Name** _____

Tel. _____ **Email** _____

What happened? (Please indicate who was involved)

Please share how this has affected your child (or yourself)?

Have you been able to directly approach the person involved? (teacher, parent, staff member)

Have you approached anyone else for help? (teacher, teacher's mentor, administrator, another parent, etc.)

What are your thoughts or feelings surrounding this?

What do you need to resolve this issue?

OFFICE USE NOTES: (Staff/faculty/volunteer responsible for filling out this form, please fill out follow up plan including date of next action/communication to individual with concern and who is responsible; then put copy in box in development office within 24 hours if possible.)

FOLLOW UP PLAN (Who is responsible, plan, and date of next action/communication with person submitting concern.)

NAME OF PERSON COMPLETING FORM:

Elements for Successful Resolution

(Adapted from Ellen Bader, Ph.D. and Peter Pearson, Ph.D., "The Couples Institute", Palo Alto, CA)
If differences of opinion or conflicts arise between individuals, CSWS employs this problem-solving process of communication. For purposes of clarity, the term "Initiator" is used to identify the individual who brings up the issue for resolution and the term "Responder" identifies that individual who tries to understand the issue and tries to respond with empathy.

Before meeting to discuss the issue, both individuals will:

- Review their picture of the situation.
- Acknowledge the other person's position
- Ask what each person did to contribute to the situation
- Review the other person's position
- If appropriate, ask a neutral person for his/her feedback

When meeting to discuss the issue, the Initiator will:

- State his/her intention at the beginning of the meeting
- Explain his/her interpretation of the issue

Forms of Communication

The CSWS Communication Model allows individuals an opportunity to practice assertive communication skills. Below is a review of three forms of communication.

Assertive

- Solve conflict so that both are winners
- Know that specific action is needed
- Have willingness to compromise
- Repeat what you think the other person has said (mirroring)
- Empathetic validation of what the other person is saying
- Believe that resolution is possible

VS.

Aggressive

- Attack another person
- Past annoyances come up and build more resentment
- Believe that resolution is difficult

VS.

Passive

- Give in, even though you didn't want to
- Attitude manifests resentment
- Believe that resolution is difficult and therefore not worth striving for

- Allow Responder to address the issue

The Responder will:

- Periodically restate what he/she is hearing
- Be careful to not cross complain or justify his/her own actions
- Do his/her best to understand what is being said, yet may still disagree

Both Initiator and Responder will:

- Allow the other person to clarify; do not interrupt; own his/her own experience
- Use "I" messages. "I feel upset when you speak rudely to me", instead of "You always make me feel like a failure"

After each person has had time to speak;

- Consider the options. Begin to think of possible compromises and/or solutions together
- Negotiate among the options. Make mutual decisions for the future.
- Check with each other after time has passed to make sure the mutual decisions have been honored