



"Walk the Talk"

Conflict Competence for Families
(Conflict Coaching)

"Walk the Talk"

Conflict Competence for Families

Community Justice Initiatives' (CJI) Family Centered Programs (FCP) assists families in building their capacity and resources to make family life decisions and solve problems while reducing the experience of family conflict. FCP works to educate partners, ex-partners, parents, youth, and family members to reduce conflict and to react positively when tension arises. FCP also helps families to resolve issues with children protection workers.

"Walk the Talk": Conflict Competence for Families, formerly known as Conflict Coaching, is one of FCP's popular programs. Walk the Talk groups assist caregivers/co-parents to learn conflict resolution, communication, and problem-solving skills.

The data in this report was collected from three different surveys, one at the commencement, one half-way through, and one at the completion of the group. The data was collected between the summer of 2016 and winter of 2017.

The total number of attendees, Family and Children Services participants, as well as self-referrals, equals 28.

Contact

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Pre-Course Survey

Before partaking in "Walk the Talk", 3 out of 4 participants said that they felt helpless when dealing with conflict.



73 percent of people felt that their emotions had a negative impact on those involved in the situation.



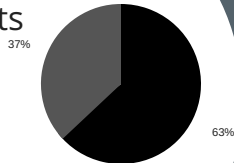
42 percent of people felt that they were not able to face conflict issues with appropriate levels of assertiveness.



70 percent of participants felt that they had tried everything to resolve the conflict but found that nothing worked.



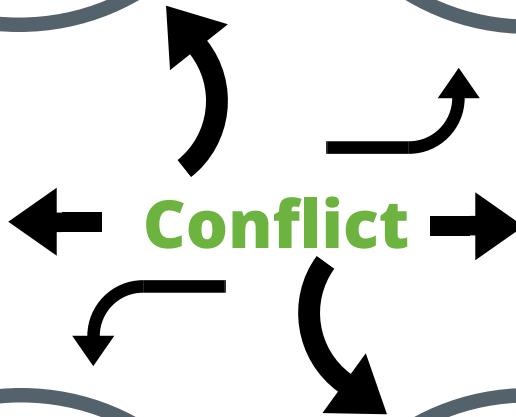
63 percent of participants did not feel supported in their current conflict situation.



60 percent people felt that there was *no* respectful communication between family members prior to attending this course.



Conflict



Pre-Course Participant Comments

"I would like to take turns communicating thoughts, being respectful, listening, and thinking before I speak."

"My child gets angry and shuts down. Won't listen."

"I escalate the conflict more, by yelling or screaming."

"I feel like I never get the chance to speak. If I do, what I say comes out all wrong."

"I fear that my partner is going to scream, yell, shut down, hide, curse, and call me names. I am fearful that my daughter will leave again."

"I feel like the other person does not listen. I feel like I am wrong no matter what."

"I would like to be able to voice my concerns and not have someone twist what I am saying. I would like to have a mutually respectful conversation."

"I always try and communicate in the same way for consistency, but it greatly depends on my ex-partner's mood."

"I tend to become easily angered by words and certain situations I cannot control. I tend to yell or blame others."

"I would like for everyone to be on the same page."

"I want to respectfully and assertively communicate my needs and my concerns."

"I tend to respond to aggression with aggression. I want to communicate with love in a calm, respectful and helpful way."

"I would like to find a quick solution for conflicts."

"I feel like I am not being heard, that my opinion doesn't matter. I find that agreeing on a consistent schedule and discipline for the kids is difficult."

"I find that I usually walk away, give in or give up when confronted with conflict. I avoid conflict normally."

"I would like to stay on topic, out of each other's lives except for issues pertaining to the children."

"Communication breaks down when it comes to my part in the everyday routine and needs of the children."

Final Course Survey

88%

Of participants felt that they were better able to manage conflict after partaking in "Walk the Talk."



Around 86 percent of participants said that they felt they had gained better problem-solving skills after "Walk the Talk."

80 percent of participants felt that they were able to address conflict situations in a more constructive manner.



Resolution

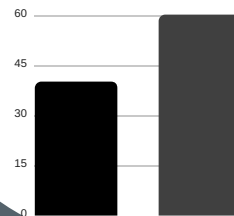


4 out of 5 participants said that they took more responsibility for their actions after the course.

Around 60 percent of participants felt that the conflict between family members had decreased.



There was a 50 percent increase in positive family communication!



Final Survey Participant Comments

"I'm able to understand my ex-partner better and I got some healing for myself."

"I feel a lot more confident."

"I feel like there is so much more to learn!"

"I'm more open minded. I leave situations at the door. I breathe, relax and listen. Amazing program, highly recommend!"

"This course has helped me to better communicate with my ex. I strongly recommend this course!"

I enjoyed the sessions on personal work, acknowledging myself and the emotions I have in order to stay clam and be aware of my triggers.

"I feel this is something that is going to be ongoing. Always more to learn."

"I have more information now that will help be better understand how to deal with certain situations and personalities."

"It helped me immensely!"

"Learning different ways to handle emotions during communication was key for me."

"I learned mostly how to address top cards and drama triangle. As well as knowing when to use B.I.F.F."

"I did not know what to expect and it has helped a lot and I have put it into play. Thank you kindly for the service you provide."

"I learned effective tools on how to manage conflict."

"Thank you both for this conflict teaching. I believe you both helped me, very much to understand and I hope I can be a better person because of the things I learned!"

"I definitely feel that I'm approaching conflict in new and improved ways!"

"Walk The Talk"

Overall, before taking part in "Walk the Talk", many participants felt unsupported, confused, lost, and upset. Participants struggled with feeling helpless and hopeless regarding the conflict in their lives. Some participants said that they had tried everything to rectify the situation but could not find a solution and that the conflict situation was negatively impacting everyone involved. Many of the participants felt that they were not able to get the other person(s) involved in the conflict to see their point of view. Over half the participants felt that there was no respectful communication with regards to the conflict. Numerous participants felt that there was not a consistent parenting routine between the homes and participants felt they were having trouble concentrating on finding solutions to the conflict. Participants said that they struggled with communicating effectively with others and being constructive.

After participating in "Walk the Talk," participants felt there had been a positive change in the way that they dealt with conflict. People felt that the channels of communication had opened and they were able to better address conflict situations in a more confident and constructive way. Participants felt that they had developed more positive connections with their children. Families felt that they were able to use a more collaborative approach to dealing with conflict situations. Many of the participants found that they had developed better problem-solving skills. Some participants said that they had before more responsible for their actions and did not feel the need to blame others as often. Most of the participants felt that they had a better understanding of how their actions and behaviours could influence and impact the emotions of others.

