Conflict between people

What is the situation?

1a Your Perspective
What are your thoughts about the person?

1b What are your feelings towards this person?

1c What are your actions towards this person now?

2a The Other Persons Perspective
What may they be thinking about the situation?

2b What may they be feeling towards you because of the way they feel they are being treated (1c)

2c What are their actions towards you now?

Which box do we need to change to break this cycle?

What can you do now?

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EXAMPLE

What is the situation?
A lady living in a residential care home is labelled as uncooperative and aggressive, particularly during morning personal care. Staff dislike working with her.

1a
She is a complainer, never grateful
She is deliberately being difficult and does not realise other people lived here also, as she never comes out of her room
She dislikes me
She is grumpy, probably was always like this

1b
She upsets me with her harsh words
I feel angry
I don’t like going in her room

1c
I avoid going in her room, I try to let others do her care if I can
I rush her care
I don’t talk to her when I have to do her care
I never go in alone, so I have a witness to her aggression

It can be hard to see it from the other person’s perspective, so try to get staff to say how they would feel if 1c was happening to them

2a
This is about the situation now, not at the start.
They don’t like me
They avoid me
They rush me as they can’t wait to get away from me
I never see anyone just to talk; it’s just about my care needs
I just want them to do things my way but they think I am complaining all the time
2b
Lonely
Upset
Isolated
Angry
Uncared for
They don’t trust me so there are always 2 of them
Can’t wait for care to be over
No longer an individual
Does not want to be alone but why go out into a room where no one likes me
Is embarrassed/violated to be cared for by people who dislike her or 2 people at a time

2c
Complains, shouts at carers
Doesn’t speak

Try to get staff to see how breaking the cycle needs change from only 1 party, regardless of where the fault appears to lie or who started the cycle. Hopefully they will decide 1c is the area that can be changed

Need to get ideas to try in place of the actions in 1c. Look for her strengths. Think about characteristics of staff. Find out some of her interests so there is a topic of conversation to try.

Stress things will take time to change, get them to think what their reaction would be if this changed suddenly occurred to them.

REVIEW
Good questions to ask after changes have been tried for a while:

- What have you tried
- What went well
- What did not go so well
- What did you learn from this

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• What next