

## Conflicts and Resolutions: Empowering Young Adults to Communicate Effectively

### Supplies needed:

1. Cards
2. Buzzers

### Facilitator Instructions:

1. Have participants work in groups, with two buzzers per table:
  - The **applause buzzer** indicates an effective message
  - The **wrong answer buzzer** indicates that the message could be improved upon, in order to advocate more effectively
  
2. Read the cards out loud, one at a time. Participants use the buzzers to vote on whether or not the message was effective.
  
3. Ask them to elaborate on their answers. Why was or wasn't that message effective? Is there a way that the message could be improved?

### Cut out the questions below and use them as Conflicts and Resolutions cards:

I really liked it last week when you took the time to meet with me one-on-one. In the future, could we do that more often?	You always do this to me. You never listen to me.  You need to get off my back and stop telling me what to do.	I'm not sure what you meant by what you just said. Can I repeat back to you what I thought I heard? Or could you try saying it differently?
I'd like to talk with you, but right now might not be the best time. Could we schedule a time to meet later?	It feels like you and I might have a lot of emotions about this right now. Could we take some time to think things over and then talk more?	I can understand where you are coming from, to some extent. Can you please try to understand where I am coming from as well?
Never mind. It doesn't matter anyway.	Can we please set some ground rules for this conversation?	I don't want to feel like you and I are enemies right now. I would rather feel like we are side-by-side and working together.
Try saying the same message in three different tones of voice (passive, aggressive and assertive): "Now, you're listening."	Try saying the same message in three different tones of voice (passive, aggressive and assertive): "Do you really want to know what I think?"	Try telling someone what you need while texting another person on your phone at the same time.