

Positive Social Strategies Self-Assessment Checklist

Name: _____

Date of Interaction: _____

Other Person(s) Involved: _____

Review this checklist before communicating with others to increase your awareness of positive social strategies that can be used. Reflect on your actions after talking with another person. Make a check mark next to each type of social strategy that you used during this interaction.

- Active Listening**-Active listening is a process of focusing your attention on the person in a way that supports his or her ability to communicate. Behaviors include both language and non-language based communication.
- Paraphrasing What a Person Says** - Reflecting what you have heard someone say in your own words.
- Nonjudgmental Statements** –Verbal and body language used describes what you observe is happening but does not criticize or imply judgment.
- Use of Universal Tools to Support Discovery and Exploration** -Inquiring with open-ended questions about a person’s life, interests, goals, wants, and needs across domains of life (home, community, relationships, work, etc.), and using answers to questions to generate novel branches/directions in conversation. Includes natural use of person0centered thinking tools within conversation.
- Demonstrating Empathy Toward Others** - Actions that show you understand and share the emotions and feelings of another person.
- Encouraging People to Connect With Others** - support people in joining in conversations, sharing information, and joining activities during meetings or activities.
- Working With People in Collaboration** - Helping people achieve their goals in a way that

empowers the person.

- Being Positive and Encouraging Towards Others** - Recognizing and celebrating the use of positive social interactions.

Conflict Resolution Checklist

Review this checklist before communicating with others to increase your awareness of positive social strategies that can be used. Reflect on your actions after talking with another person when a conflict occurs. Make a check mark next to each type of social strategy that you used during this interaction.

Name: _____

Date of Interaction: _____

Other Person(s) Involved: _____

- Suspended My Opinion** – Waited to share my opinion with the other person and listened actively to what the person was saying.

- Listened to the Person’s Concerns and Issues Before Expressing My Views** – Actively listened to the other person’s ideas and paraphrased his or her concerns to make sure I understood the issue.

- Validated the Concerns a Person has About the Problem** – Let the person know that I appreciated that s/he is sharing the concerns with me. I let the person know that I respect them and believe that people can have different views without anger or disrespect.

- Paid Attention to the Feelings the Other Person was Expressing** – Watched for verbal and nonverbal cues that indicated the emotions the other person was feeling.

- Focused on the Other Person’s Needs Before Looking for Solutions** – Assessed what the person’s needs were instead of immediately seeking a solution to the problem.

- Focused on Present Issues Rather Than Older Arguments** – Avoided bringing up older arguments or gathering a large number of complaints to share with person; did not use generalizations to describe the problem (“you always disagree with me.”).

- Was Aware of My Own Emotions and Stayed Calm During Interaction** – Stayed calm and was aware of the way my tone of voice and body demonstrated this calm, positive nonverbal cues (relaxed posture and quiet voice).

- Looked for Ways to Achieve Goals by Combining Ideas for Solutions** – Gave message that it is okay to have different ideas and opinions. Used information about the person's needs to identify ways to build a solution together.

Additional Online Resources

Encouraging and Building Relationships

Types of Listening from Skills You Need

<https://www.skillsyouneed.com/ips/listening-types.html>

Deep Listening from New Conversations Initiative

<https://www.newconversations.net/communication-skills-workbook/listening/>

Person-Centered Thinking Tools from Helen Sanderson's Website

<http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/>

Support Development Associates Toolkit

<http://sdaus.com/toolkit>

Life Course Tools for Families

<http://www.lifecoursetools.com>

Reflecting Thoughts During Conversations

<https://www.skillsyouneed.com/ips/reflecting.html>

Managing Conflict

http://www.thetinman.org/Conflict%20Resolution%20Skills_%20Building%20the%20Skills%20That%20Can%20Turn%20Conflicts%20into%20Opportunities.pdf

Empathy & Cultural Responsiveness

Improving Cultural Competence

<https://store.samhsa.gov/shin/content//SMA14-4849/SMA14-4849.pdf>

Empathy in Action Video

<http://www.newconversations.net/communication-skills-workbook/listening/>

Six Habits of Highly Empathic People

https://greatergood.berkeley.edu/article/item/six_habits_of_highly_empathic_people1

The Manual: Empathy Training

<http://cultureofempathy.com/References/Experts/Others/Files/Marieke-Kingma-Empathy-Training-Manual.pdf>

Empathy Museum

<http://www.empathymuseum.com/#amileinmyshoes>

Mindfulness and Well-Being

8 Characteristics of Mindfulness

<https://www.mindfulnessmuse.com/mindfulness-exercises/how-to-practice-nonjudgmental-mindfulness>

Mindfulness Attention Awareness Scale

<https://ppc.sas.upenn.edu/resources/questionnaires-researchers/mindful-attention-awareness-scale>

How to Practice Nonjudgement Mindfulness

<https://www.mindfulnessmuse.com/mindfulness-exercises/how-to-practice-nonjudgmental-mindfulness>

Mindfulness /Audio Files

https://portlandpsychotherapyclinic.com/mindfulness_and_acceptance_exercises/

Mental Wellness for People with Intellectual and Developmental Disabilities

https://mn.gov/dhs/assets/mental-wellness_tcm1053-307677.pdf

Partnerships in Wellness

<https://ici.umn.edu/products/partnerships-in-wellness-journal.pdf>

Organizational Systems

Temperament Tool – Infants

https://www.ecmhc.org/documents/CECMHC_IT3_Booklet_Toddler.pdf

Temperament Tool – Infants

https://www.ecmhc.org/documents/CECMHC_IT3_Booklet_Infant.pdf

Person-Centered Thinking Matching Tool

<http://www.helensandersonassociates.co.uk/wp-content/uploads/2015/03/matching2.bmp>

Problem Solving

https://www.mindtools.com/pages/article/newTMC_00.htm

Creativity and Brainstorming Tools

https://www.mindtools.com/pages/main/newMN_CT.htm

Starburst Form Blank

https://www.mindtools.com/pages/article/newCT_91.htm

Conflict is the Stuff of Life

<http://www.crnhq.org/content.aspx?file=66138%7C37449y>

Keeping Your Communication Cool When the Situation Gets Hot

<http://www.newconversations.net/communication-skills-library-of-articles-and-teaching-materials/conflict-resolution-emergency-kit/>

Conflict Resolution Skills

[http://www.thetinman.org/Conflict%20Resolution%20Skills %20Building%20the%20Skills%20That%20Can%20Turn%20Conflicts%20into%20Opportunities.pdf](http://www.thetinman.org/Conflict%20Resolution%20Skills%20Building%20the%20Skills%20That%20Can%20Turn%20Conflicts%20into%20Opportunities.pdf)