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 person-centered 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

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_people

The Manual: Empathy Training

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

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

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