**COE Learning Network:** Conflict Resolution/ De-escalation

**Presenters:**Bill Stauffer

**Date and Time:** 06/01/2022 12:00 Noon to 1:15 pm

**Location:**Virtual Training (on Zoom)

**Host:**University of Pittsburgh, School of Pharmacy, Program and Evaluation Unit (PERU)

**Target Audience:**Centers of Excellence Leadership and Staff

**Training Objectives:**

* Identify the dynamics of conflict in SUD care settings
* Analyze conflict and the therapeutic alliance
* Describe how to avoid escalating a disagreement into a risky conflict
* Discuss how to handle conflict as it occurs.

Agenda:

1. Welcome, Introductions, Training Objectives
2. Conflict Dynamics
3. Addressing substance misuse
4. Change
5. What not to do
6. Historic trauma
7. Healthy Environments for Change
   1. Establishing Healthy Change Dynamics
   2. The Use of Group Agreements to Support Safe Healing Environments
   3. Group Agreements
8. Conflict and the Therapeutic Alliance
   1. Two stages
   2. Importance
   3. Key concepts
   4. Therapeutic Ruptures
9. Resolving Conflict
   1. Supporting Healthy Responses
   2. Use of Self
   3. Conflict escalation
   4. Responding to Conflict
   5. Strategies for conflict resolution
10. Question and Answer

**Questions:**

1. In general change for any of us is
   1. Comfortable
   2. **Uncomfortable**
2. Group agreements can
   1. Support how groups handle disagreement and conflict
   2. Be activated at any time
   3. Are the same as rules
   4. **Both A & B**
3. A therapeutic rupture
   1. **Often occur as the therapeutic alliance unfolds**
   2. Are rare
4. We can support people developing healthy responses by:
   1. Practice pausing before responding
   2. Discuss how to handle conflict when it occurs
   3. Help people practice breathing techniques when they become upset
   4. **All of the above**
5. When there is a threat of physical harm
   1. Safety comes first
   2. Stay calm
   3. Seek Help
   4. **All of the above**

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