The Arc of Somerset County

Achieve with us.

THE QUALITY NEWS

"If you're walking down the right path and you're willing to keep walking, eventually you'll make progress"

- Barack Obama -

Person Centered Planning & Thinking

5 Conflict Questions

This month, we are proud to present the PC Tool: *5 Conflict Questions*. This tool can be used when meetings are at an impasse and unable to resolve a disagreement. This tool recognizes that disagreement and conflict are an inevitable part of the planning process and recognizing that conflict can be positive as well as negative. We all would agree that our culture is not comfortable with disagreements. Professionally we all need support and training to developing our skills and tools for constructive disagreement. Here are the 5 Conflict Questions:

What do we agree on?   What do we disagree on? What can we live with?

What remains unresolved?   What do we need to do next?

How to use this tool: First write the five questions out in order for the group to see. One person, acting as the facilitator will write out the answers for the group.

#1. *What do we agree on?* Allow the group to answer the first question and record the answers for the group to see.

#2. *What do we disagree on?* When the group is ready to move on to the second question, it is critical to ensure that everyone has a chance to speak and allowed to have a full two minutes to present their point. When one person is presenting their point, everyone else must listen without interrupting. Equal time and respectful listening also ensures that the conversation does not become dominated by one single strong voice.

#3. *What can we live with?* and **#4.** *What remains unresolved?* To answer these questions, the group must review the list that was developed to answer the second question. The group will then further divide the list and assign under these two questions. This natural communication allows for open communication where the team can learn more and think further about areas where there is disagreement.

#5. What do we need to do next? Finally agree on some actions – actions can be based on: where there is agreement, where people can at least live with what is decided and actions that will help the group learn more and think further about those areas where there is still disagreement. It is critical to keep the focus positive – zeroing in on what is the plan and not what is NOT in the plan.

This tool teaches us to learn how to disagree, while working together constructively, while not avoiding any key issues.

Therap Tips!

OFFLINE FORMS

With our recent Hurricane and Nor'easter, our agency unfortunately experienced long power outages in our programs. We have come to rely on Therap to document all occurrences in the lives of the Individuals we serve. Therap has always offered a web site that features all of our forms that can be downloaded, printed and copied. The site is called "Off Line Forms". I am one of those people that have been to the site many times...did I ever download and print one of the forms to use in the event of a power outage? No, I did not. But that is a mistake that I will not make again. If you have not downloaded Therap Forms—please do so today.

Go here:
 http://support.therapservices.net/display/support/Offline+Forms

1. All the forms that we use are here for your convenience: T-Logs; GER's; Health Tracking; MARS; Appointments; Health Tracking and many more!

2. Select the file and left click to open. All documents are in PDF format. You can print out or you can download a copy to save to your hard drive.

3. Print out and make copies to keep on hand at the programs to use if Therap is unavailable. If Therap is not available, use the forms for data collection.

4. Once Therap is restored, you can easily transfer the handwritten information into the system.

Do you have a Therap tip or question? We want to hear from you!

Email your tips or questions to:
lisai@thearcofsomerset.org
We are currently using:
Version: 2012.2.16 20121018-1458 on app03-fx