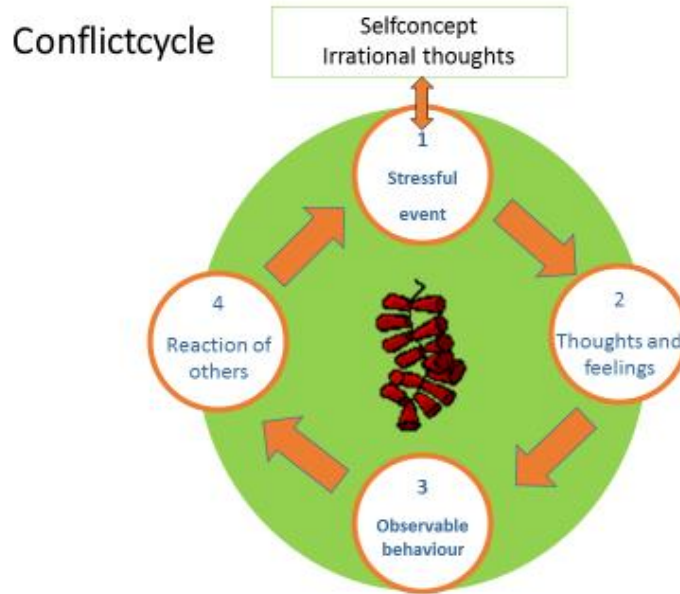


Fiche Conflict cycle



Purpose

We use this instrument to talk about how an incident escalated by making it visible.

We use it to create awareness on:

- Irrational thoughts, we discuss thoughts and feelings during the incident and link them to behavior.
- The escalating process
- The influence of the reaction of others

We use it to get insight in the causes and the start of the incident

We use to talk about solutions to prevent a crisis in the future

We use to build a better relationship with our client.

How to use the conflict cycle

We let our client talk about the incident.

Then we ask if we can put it in writing.

We put the name of the client in the middle. We explain that we want to make the conflict cycle. It starts with a stressful event that leads to certain thoughts and feelings, that result in behavior. This behavior leads to a reaction of others. This reaction often is a new stressful event.

We ask what the first stressful event was that led to the crisis.

We write it down literally above the conflict cycle nr.1 than we ask what that event (stressful moment) made him think and feel : thoughts and feelings are written down (Nr. 2) than we ask what the person did after these thoughts and feelings. We write down only observable behavior (no judgment no long sentences, just the first thing he did). Than we ask what the reaction of the other(s) was and if that gave more stress. If it did we ask again about thoughts and feelings and write them down (nr.2). Then again we ask for his reaction (observable behavior nr3), and the reaction of others... We ask again if this was a stressful reaction for him...that led to thoughts and feelings...

If our cycle is filled out we ask what the person would like to see differently in the future.

Together we search for more ideas,

- what if you thought differently: what would have happened what could be different thoughts...
- what if we felt differently: what could make us feel different
- what different behavior could we have shown what would the reaction be

...

An example: <http://www.weareteachers.com/blogs/post/2014/08/10/breaking-the-conflict-cycle-at-school>

The conflict cycle follows a pattern: First, there is a stressful event (a failed test, rejection by a peer) that triggers a negative or irrational belief ("That teacher hates me!" or "Everyone at this school is against me!"). These negative thoughts trigger negative feelings and anxieties, which drive inappropriate behavior (talking back, cursing, being sarcastic, etc.), provoking adults, who may then mirror those negative behaviors. The adult reaction increases a student's stress, triggers more intense feelings and drives more negative behavior. This cycle continues until it escalates into a no-win power struggle.