



Lesson 1: The Template

Module three

THE HEALTHY INTERACTIONS PROCESS

The Process

Healthy Interactions is an interest-based conflict-resolution model that is very successful when used. This model can be used to develop healthy interactions in all aspects of life. In the school setting, this model can assist in resolving issues between administration and teachers, teaching colleagues, teachers and other staff, teachers and students, teachers and parents, or among students. Most important, there is a common language and consistency in how issues will be dealt with.

Steps of the Healthy Interactions Process

- STEP 1: Establish a Positive Environment
- STEP 2: Define the Problem/Clarify the Issues
- STEP 3: Determine and Clarify Interests
- STEP 4: Generate Solutions/Problem Solve (Seek a solution)
- STEP 5: Develop Action Plan
- STEP 6: Follow Up Action/Evaluate

The Template

The Healthy Interactions Process follows a template that will be discussed in upcoming pages. Complaints are opportunities for action that will result in either the offending condition being removed or the basis for the complaint eliminated. Following the template will ensure that all steps in the appropriate procedures for problem handling have been taken, that fairness to all is ensured and that all valid aspects of a concern are addressed and acted upon. It also recognizes that

1. perceptions may or may not be accurate and
2. the person who is the subject of the complaint should have the first opportunity to resolve it.

The template for handling concerns shows the first choice is always to refer the concern to the person involved. A complaint would be handled by somebody different only when the allegation itself implies serious threat to the student or complainant (for example, allegations of sexual assault or harassment). One person's desire for anonymity is not sufficient to deny another person the right to know the full context of allegations against him or her.

The first step in resolving any complaint is to ensure that the concern is properly understood.

Healthy Interactions
RESOLVING INTERPERSONAL CONFLICT





When Should the Template be Used?

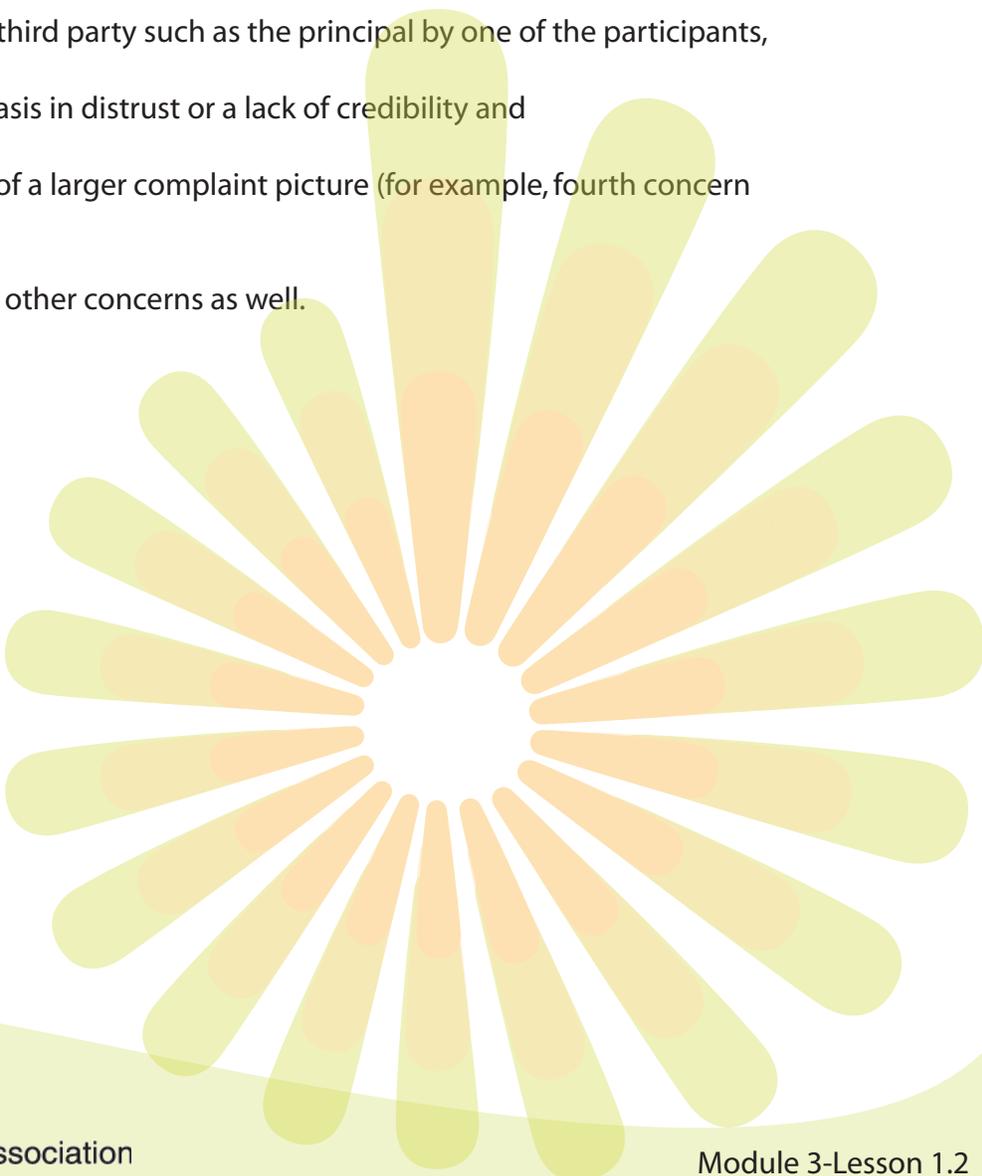
Procrastination is not an acceptable way to deal with concerns. It is in fact a decision not to deal with those concerns. It leads to pressures followed by quick fix attempts at resolution. These quick fixes may also be at the expense of the interests of one or more of the parties involved. Even if consideration were given to each person's interests, there may be a perception that it was not.

The template can be used for all concerns in an informal, if not formal way.

The template should be used at a minimum

-  for all multi-party concerns,
-  for all concerns brought to a third party such as the principal by one of the participants,
-  for all concerns that have a basis in distrust or a lack of credibility and
-  for all concerns that are part of a larger complaint picture (for example, fourth concern from the same person).

The process is valid for use with other concerns as well.





Healthy Interactions Process for Resolution—Template

Concerned party: _____ Recipient: _____

Referred to: _____ Date: _____

1. Establish a Positive Environment

2. Define the problem (details on reverse if necessary):

3. Determine interests (consider all parties involved):

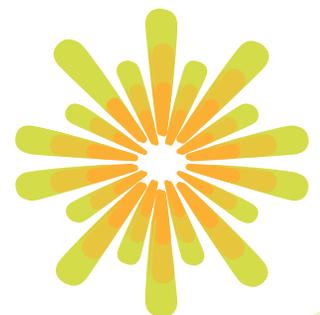
Parent's interests:

Student's interests:

Teacher's interests:

Other:

Other:





Healthy Interactions Process for Resolution—Template

4. Generate solution alternatives (use reverse if necessary):

5. Action plan:

Parent will:

Student will:

Teacher will:

Other Person will:

Other Person will:

6. Follow up action (steps to closure):