

Harmony Island

Excerpts from the full teacher's guide, available
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Teacher's Guide

Classroom Activities • Resources • Glossary



HI002-0A-0



THE ACADEMIC EDGE™

Make steps towards resolution using **STAR!**



Stop

Stop whatever you are doing!

- Create physical space
- Take a deep breath
- Get your emotions under control
- Recognize signs of anger

Think

Work together to:

- Identify emotions
- Identify goals
- Define the problem
- Come up with possible solutions
- Discuss the consequences

Act

Solve the problem.

- Choose a solution
- Identify actions toward solution
- Carry out your actions
- Take ownership of your actions

Reflect

What happened?

- Did the solution work?
- Could anything be done better?
- Congratulate yourself, you tried!
- If it didn't work, keep trying!



Learn to resolve conflict using

APE!

A

ctive Listening

- Show attention to the speaker
- Listen first, don't challenge
- Say back what is said
- Clarify that you got it right

P

roblem Solving

- Describe the conflict
- Remain in the present
- Identify your own goals with "I" statements
- Think about other points of view
- Brainstorm "win/win" compromises

E

motional Awareness

- Don't react to emotional outbursts
- Recognize signs of excessive feelings in yourself and others
- Identify your own feelings with "I" statements
- Listen to the feelings of others
- Separate "people" from "problems"

Harmony Island A tropical adventure in conflict resolution

www.harmonyisland.org

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STAR Prompts

The following questions may be helpful if you get stuck during one of the STAR steps. You should use them to consider details that you might have forgotten.

If you have trouble answering any of the questions, you might try talking the situation over with someone *who was not involved*. A new person can often help you to get a fresh view of the events.



STOP

Did you get your emotions under control? How?

What can you change in the environment?

What can you change in your self (including emotion/anger control)?

What can you not change?



THINK

What specifically is the problem?

What are the parts of the problem, can you break it into pieces?

Can you think of several possible courses of action? What are they?

Can you predict the consequences for each course of action? What are they?



ACT

Did you choose the course of action that seems most positive?

Why did you think it was the best course of action?

Did you do it?

Did you accept personal responsibility for your solution?



REFLECT

What were the results of your action?

What worked, why did it work, and how can you use it in the future?

If successful, did you congratulate yourself?

What could you change to do better in the future?

APE Prompts

The following APE strategies may help you carry out the STAR Steps.

Active Listening and **Emotional Awareness** will be most useful at the beginning of the process, when you Stop and recognize that there is a conflict or problem.

Problem Solving will be most useful in the second step of the process as you Think about courses of action to resolve the conflict. However, the skills of **Active Listening** and **Emotional Awareness** will continue to be important as you look for the best of course of action.

Although most useful in steps one and two of the STAR process, all three APE strategies may continue to be used in the Act and Reflect steps of the process.



ACTIVE LISTENING

Show attention to the speaker (make eye contact, nod, say "uh-huh" or "yes")

Listen first, do not comment or challenge

Say back what is said ("What I heard you say is . . .")

Clarify that you got it right ("Have I got it right?")



PROBLEM SOLVING

Describe the conflict

Remain in the present

Make "I" statements to identify your own goals

Think about other points of view

Brainstorm "win/win" compromises



EMOTIONAL AWARENESS

Don't react to emotional outbursts (raised voices, red face, clenched fists, change of tone)

Recognize signs of excessive feelings in yourself and others

Make "I" statements to identify your feelings

Listen to the feelings of others

Separate "people" from "problems"

Applying STAR to Personal Conflicts

This form is for applying the STAR process to conflicts in your own life. It will help you understand what is going on, and it will leave a record for you to look at later.

If you have trouble with one of the steps, use the STAR Prompt questions to help yourself through the process.

Date:



STOP



THINK



ACT



REFLECT

Did you use any of the STAR process when you were in the situation?

If **yes**, which part(s) did you use? Did it help? Why or why not?

If **no**, why not? Would it have helped if you had used it? How?