***Example Document***

**Smith Family Conflict Management Plan**

The purpose of this Conflict Management Plan is to help the family continue working together to ensure home life is safe, pleasant and that everyone feels happy. At times in the past the family have had some difficulties but have managed to overcome these. Together we have worked out ways that will support them keep achieving to manage things differently and more positively:

**Our Family**

P (Young Person)

S (Mother)

1. **Unhelpful/worrying reactions and behaviours P has shown in the past when upset, stressed and not coping as well as he can:**
* At times when distressed P had become aggressive verbally within the home. This had included name calling, insults that he knew would hurt his mum’s feelings and threats that he would actually physically hurt her. This did include one incident of holding a knife in a worrying manner directed towards his mum.
* When not coping, P has also broken items within the home which has included a mirror and coffee table.
* P had left the family home without permission on at least two occasions which caused worry and could have put him in danger
1. **What things (triggers) are the family aware of/highlighted that could lead to these unhelpful/worrying reactions and behaviours occurring?**
* Issues at school (bullying/unkind treatment and getting behind with school work)
* If adults talk to P in a confrontational way such as shouting or raising their voices
* If P feels that he has been “disrespected”. For P disrespected means being made to feel silly or embarrassed, particularly in front of his mates.
* If too many adults “tell him off” about the same thing over and over again.
* Being let down by adults he trusts and not following through with promises/ agreements
1. **How do P and Mum know when things start to get difficult?**
* P will feel tense and on edge. He will pace more, appear relentless and be more “snappy” towards things that usually don’t bother him
* Jeff will appear (Jeff is the name given to a vein that can appear on P’s forehead when annoyed/stressed/angry).
* Facial expressions will change which mum “knows”
* P’s breathing will become deeper and he will take sharp inward breaths
* P will shut down, sit and say nothing but you can tell something is up (even if he says he is fine when asked)
* Body language will be completely closed

**4) What things (methods) have the family identified or doing that has helped stop the unhelpful/worrying behaviour occurring:**

**P**

* P will “put into words” that he is struggling to give mum a clue that he needs help to de-stress or calm down
* If P cannot put into words (explain what is going on at that time) he will simply say “Dap”. This is the agreed safe word which will warn Mum that P is struggling
* P is using “time out”, walking away to a different space. Agreed safe space is P’s bedroom.
* Time out also includes going for a walk but agreed will only be for 10mins at a time (and not between 8pm – 9am).
* P finds activities such as computer games and going on his bike helpful
* P is not blaming mum when other people let him down as realises she cannot be responsible if other people follow their promises.

**Mum**

* Mum is using softer tones and not shouting particularly at times P is stressed
* Mum will not ask lots of questions or give instructions at times P is struggling.
* Mum is being present and responding better to P’s cues.
* Mum will supports when P needs time out and encourage this (including not going into his room if P has gone there for chill out purposes)
* Trying to listen more and give P opportunities/encouragement to talk
* Mum is making more attempts to understand other reasons that might be causing P distress/worry

**Together**

* Quality time together and both making much more effort to talk, listen to one another and try to see things from each other’s point of view
* Enjoying time together and having more fun which includes watching Netflix
* Making arrangements and compromising with each other so they are both comfortable
* Making plans for the day a head so both have an idea of what to expect (this includes fun activities but also chores)

**Getting Help**

* Who can P talk to or get help from (if not Mum) if struggling?
* Who can Mum talk to or go for help if she is struggling or worried that P is struggling.

**P** – Q (school friend), T (school friend) and H (Neighbour)

**Mum** – K (neighbour) & R (work friend)

**Time Out (in a different space)**

Although the family will continue doing the things they have found helpful, at times it is understood that P (and Mum) may need some time out of the family home to give them space to get back on track. This will include:

**Helpful Ppeople/places that P could go to are:**

1. Katerine X

Address

Contact details

1. Thomas

Parents details

Address

Contact details

Time out could be arranged by:

**Preferred**

1. Both agreeing that it is a good idea to give them space before things get out of hand
2. Or the decision having to be made because there is a concern someone could get hurt and there are worries for personal safety so arrangement needs to be made (by Mum).

**Possible**

1. If a situation occurs where things have got out of hand and dangerous, it is understood that the Police may need to be called. An example of this would be if anyone felt threatened or came to physical harm and not safe (this is a last resort failing all the other options). It is understood and agreed violence is not appropriate in any situation.

Should P require time out, this will not exceed more than 1 day (or night) away from home.

**Signed:**

**Signed:**

**To be reviewed:**

**Family Motto**

**“Say what you mean but don’t say it mean”**