

Professional Communication and Conduct

Acting in the Best Interest of Children

Non Standard Performance	Standard Performance	
<p style="text-align: center;">Destructive Uses conflict to instill fear: there must be a winner and a loser. Or Avoids Conflict: polite discussion pervades the group</p> <p style="text-align: center;">Resistant Oppositional Sabotaging Chauvinistic (We're right/They're wrong)</p> <p style="text-align: center;">Non-Verbal: Eye-rolling Pouting/sulking Sighing Body language demonstrates rejection or avoidance</p> <p style="text-align: center;">Sarcastic Hostile Dishonest Polarized/dramatic (always/never) Exaggerated/overgeneralizing Minimizing/distorting information Us vs. Them Silent treatment Defensive Blaming Operating from a negative agenda</p>	<p style="text-align: center;">Cooperative Minimal conflict is present and tolerated. Usually moving between polite discussion and skillful discussion.</p> <p style="text-align: center;">Tolerant Accepting Responsive Maintains positive relationships Open to viewpoints of others</p> <p style="text-align: center;">Non-verbal: Attentive Pleasant Receptive Body language demonstrates acceptance</p> <p style="text-align: center;">Respectful Friendly Ethical Self-regulating Manages stress in a professional manner Above-board Positive attitude during changing conditions Flexible Understands and respects roles of others Seeks positive outcomes for all involved Questions are sincere (without agenda) Acknowledges contributions of others</p>	<p style="text-align: center;">Collaborative Conflict is understood as inevitable and valuable. Group members find it very normal to alternate between conflict and consensus, confusion and clarity.</p> <p style="text-align: center;">All those in Cooperative,</p> <p style="text-align: center;">Plus</p> <p style="text-align: center;">Non-verbal: Engaged Responsive Focused Body language demonstrates participation</p> <p style="text-align: center;">Supportive Inclusive Committed Effective conflict resolution No-fault approach to problem-solving Mutual respect and trust Thinks and acts systemically Shares responsibility for outcomes Future thinking</p>

Words and Music - With Individuals - With Groups - With Families - With Community - With Agencies