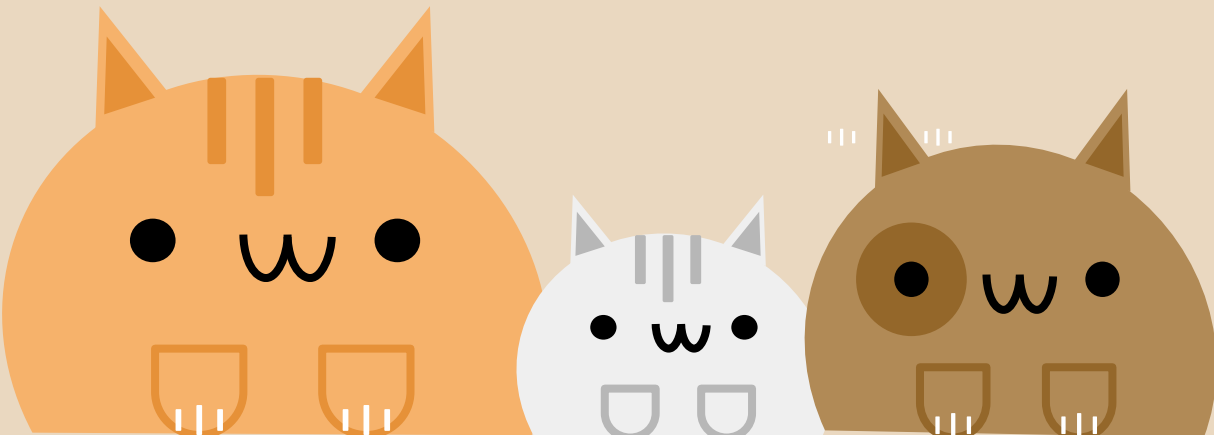




Conflict resolution

North Star Quest Camp 2023



A little bit about Taevia

My role at camp:

camp auntie (formerly known as camp mom). I am here to provide a mental health professional perspective and support regarding emotional and behavioral concerns.

My experience in this area:

BSW 2021, MSW 2023, HNFRCs, Betty Chinn's after school program, information referral specialist- 211 Humboldt, YSB/RAVEN, Pine Hill Elementary School counseling, specialized trainings & more!

I am here to support you! 🌈 Taevia Salazar (She/they)

Phone: 707-362-0193 | Email: tcs51@humboldt.edu



And now for Megan

My role at camp:

camp mom (mom as a role beyond gender). I am here to provide a mental health professional perspective and support regarding emotional and behavioral concerns.

My experience in this area:

BA Contemplative Psychology 2016, MSW 2023, Mattole Valley Resource Center, various schools doing SEL, specialized trainings & more!

I am here to support you! 🌈 Megan McCullough (they/them)

Phone: 518-570-8495 | Email: mkm119@humboldt.edu



What to do when stuff hits the fan

1. De-escalate/Separate:

What are some strategies for de-escalation?



2. Mediation: Safe and equal space, Don't choose sides, Validate emotions and perspectives. Communication: Campers Take turns speaking, no interruptions



'You' statements

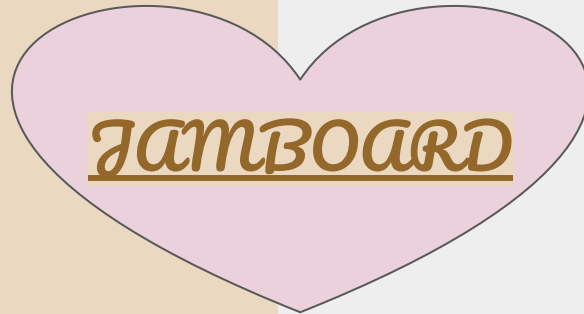
"You always leave your mess lying everywhere."

"You don't care about me or my feelings."

'I' statements

"I feel frustrated when I come back and the space is messy."

"I feel frustrated when my feelings aren't heard or acknowledged."



How to use I statements to de-escalate

Open The Front Door

OTFD

Observe: What I see

Think: Why I think it happened

Feel: I feel _____. (no “Like”)

Desire: What I desire for resolution

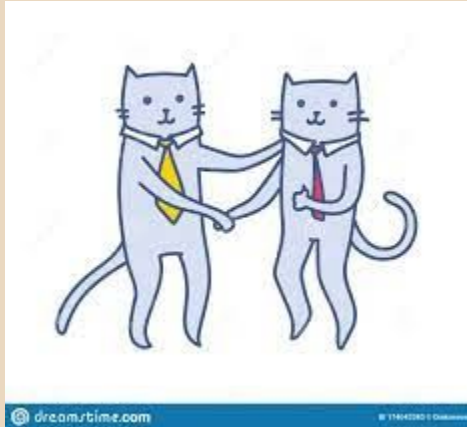
They may need our help getting started...

Some language prompts for further dialogue:

- I hear your point about...
- I can understand your response to...
- Could you say more about...
- Can you give us an example of...
- Help me understand what you mean by...
- How do others relate to that comment...
- I wonder what reactions others are having...
- I notice I'm feeling a little triggered and wondering if others are too...
- Am I correct in that you are saying...
- This is an issue I want us to talk about, I notice your emotions are stronger than I had expected...
- I appreciate the risk you took in saying...
- I know this isn't an easy topic, I appreciate you hanging in there during this discussion...
- Let's all pause and write down our thoughts for a few minutes before we discuss this further...

Resolution

- **Campers suggest solutions**
- Plan to move forward (Don't dwell in the past)
- Make sure everyone understands the “agreement”



Call ins & Interrupting Harm

When do we intervene?

Instead of “calling someone out” for bad behavior, how could we “call them in” to understanding the effect of their actions and how to improve? After calling in, use OTFD for complex issues.

Role play



RP1: Girl vs Girl- The pen scenario
“campers” decide what your conflict is about
and what it’s ‘really’ about “staff” mediate the
conflict to resolution

RP 2: Counselor vs Counselor- Divide and
conquer? I think not. “camper” ask 2
counselors same question to get the answer
you want “counselor 1” say ‘no’ “counselor 2”
say ‘yes’ “counselor 1” deal with your
contradictory co-counselor

RP 3: Counselor vs Girls- Stay out of my
bubble please “camper” push her
boundaries, and don’t let up “counselor 1” try
and maintain boundaries, but find it difficult
“counselor 2” step in and be assertive





North Star Quest Camp

Now Hiring Camp Counselors

northstarquest.org/staff

