



Role Plays for Peer Leaders – video transcript.

TITLE: Some tips to help resolve conflict between peers

We see two figures standing and facing away from each other. SPIKE and SMOOTH.

Smooth appears to say something to Spike but there is no response:

VO:

Sometimes conflict happens. Here are some key steps to resolve issues quickly, calmly and for the benefit of everyone by generating ideas. Together.

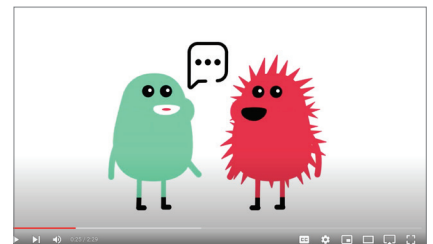
TITLE: Be Direct

Smooth turns to Spike and taps it lightly on the shoulder, it turns Spike around. Smooth begins to talk empathetically to Spike face to face.

The spikes start to lower and almost disappear completely from Spike.

VO:

Assuming that there is no threat of physical violence, talk directly to the person experiencing the conflict to understand where they're coming from.



Title: Be direct

Title: speak calmly

VO:

be clear and direct about what you mean, and speak calmly to the other person

Title: Use open body language

VO:

...use open non-confrontational body language, including how you are standing and using your arms.

Title: Stay on topic

VO:

...and make sure you stick to the topic



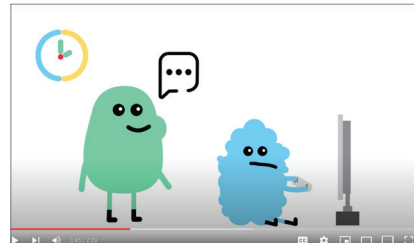


TITLE: Choose a good time

We see BUMPY seated playing a video game. A clock sits prominently in the background; Then Smooth appears and tries to get Bumpy's attention who suddenly becomes irritated. We see his bumps enlarge as they walk menacingly toward Smooth.

VO:

Finding the right moment can sometimes be difficult.



Smooth disappears as we see the clock arms spin around to show the passage of time and transition to Bumpy- who is now sitting at a table eating out of a bowl, as their bumps start to look much less pronounced.

Smooth appears next to them with a cup in hand and they begin to talk.

VO:

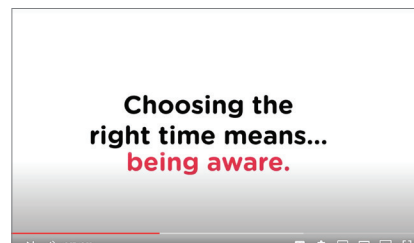
But showing patience can mean your message will be heard and understood

Title: Choose the right time

Title: Be aware of what's going on for them

VO:

Be mindful of what the other person is doing, thinking or feeling- it can really make a difference in how they listen and respond to you



Title: Be flexible

VO:

...try to be flexible to find a time that works for both of you.

Title: Be patient

VO:

...sometimes it's better to wait for the right time



TITLE: Plan Ahead:

Smooth is sitting on a couch writing a list/planning something. Smooth is thinking about things then writing them down.

VO:

Planning what you are going to talk about helps you ask better questions and have a more productive conversation.



Titles flashing up on the screen:

How I feel when you do this???....

I feel worried and am concerned for your welfare.

Stop being so difficult! (which then gets crossed out)

How can I support you?

VO:

Make sure you stick to the topic and always remember to show empathy, working with, not against them.

Title: Plan Ahead:

Title: Think it through

VO:

....think through what you want to say - even role playing the conversation in your head can sometimes help.



Title: Keep on track

VO:

...stick to the issue at hand and stay focused on the points you're trying to get across

Title: Be empathetic

VO:

....consider the issue from the other person's perspective and try to understand their position



TITLE: What else can I do?

We see Smooth appear on screen, who is then joined by Bumpy and Spike.

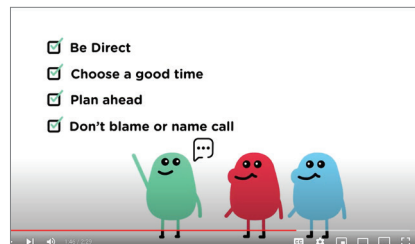
A checklist appears on screen with the list of strategies, with the first three (Be Direct, Choose a good time, and Plan ahead) already ticked off, and as each item gets ticked off, the bumps and spikes get reduced.

Title: When communicating with others, also consider the following

Title: Don't blame or name call

VO:

Blaming, name calling or personal attacks will only make things worse



Title: Give information and your support

VO:

share quality information to help you make your point, but don't overwhelm the other person. Always show that you're supportive of them.

Title: Listen

VO:

Listening - really listening – can help break down the barriers

Title: Show them that you understand

VO:

Show them that they are heard and that you understand them and how they're feeling

Title: Work together to identify the issue

VO:

Find a mutually beneficial solution by working together to identify the issue and come up with ideas to fix the problem



Title: Use open body language

VO:

Ensure your body language matches what you are saying

We see the characters standing beside each other, they high five as Bumpy and Spike have now changed into the same shape as Smooth.

VO:

Using these strategies will help diffuse conflict and result in a better outcome for everyone involved.

