

- **Describe the CARE approach to conflict resolution, explaining that CARE stands for:**
  - Communicate, Actively Listen, Review Options, End with a win-win solution (or a better mutual understanding)
- **Communicate:** Start by making an “I” statement. Express how you feel about the situation and explain what you need or want. State what you think happened objectively and unemotionally, sticking to the facts of what you saw or heard. Focus on the problem and not the other person, and avoid making any judgments. Avoid threatening or attempting to intimidate, but do not retreat or just give in. It is important to stay cool (use the 4Rs) and not blame or insult the person.
- **Actively Listen:** Listen to what the other person has to say, without interrupting, or thinking about what you are going to say in response. Try to be objective. Then, ask open-ended questions to make sure each side understands what the other person thinks and how they feel.
- **Review Options:** Talk over the options, looking for solutions that benefit everyone. Do not feel pressured to come up with one answer immediately. Look for objective standards as guides. For example, you can turn to the Rules of Golf to settle a dispute over procedures or penalties. You can bring in an outside person for ideas, if necessary.
- **End with a win-win solution (or a better mutual understanding):** This is the ultimate goal – to agree on an option that benefits both sides to some extent. When one party wins by aggressive behavior or one party simply gives in, someone is losing, and that means you get outcomes that do not resolve the underlying cause of the conflict.

### GOLF SKILL QUESTIONS

- **What are the golf skills you focused on today?**
  - Putting, Chipping, Pitching, Full Swing
- **What area did you focus on with the golf skills?**
  - **Body Balance:** start to finish, and during the swing
  - **Distance Response:** Distance to the target, size or length of motion, variable amount of speed and energy
- **What is one skill you learned that you did not know before? How does this skill help your golf game?**
- **Follow Up Questions:**
  - **Where do you need balance in your life?**
  - **What happens when you swing your club with balance?**
  - **How do you feel when others cooperate with you?**

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