# Session 3: Dealing with difficult situations

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| **Timings** | **Activity** | **Content** | **Resources** |
| 60 minutes | Facilitator  Group discussion  Group discussion | **Session 3: Dealing with difficult situations (and/or dealing with conflict)**  This session will look at why difficult situations might arise and how this effects individuals.  **Group discussion**  In general terms, why might a difficult situation arise between you and a family member or members? For example a difference of opinion, beliefs, values, culture, needs, desires, breach of trust, lack of consistency, lack of respect, unreliability, lack of flexibility, boundaries, expectations and wrong time and/or place.  **Group discussion**  Imagine you’re in a shop or restaurant and you’re not satisfied with the level of customer service you’ve received. How would you like to be dealt with? How would you like the problem to be resolved?  For example:   * an apology * no excuses * listened to * options to be considered * empathy * timescales * understanding * regular updates.   *Facilitators note:*  Use handout 2 ‘Route cause analysis flow chart’ to discuss and explore how to resolve the situation. | Flip chart  [Handout 2: Route cause analysis](http://www.skillsforcare.org.uk/familiesHO2) |