

You, too, can learn these communication and conflict resolution skills through Dr. Gordon's P.E.T. program, taught by a certified P.E.T. Instructor. After participation in the P.E.T. course, it is expected that parents will have the ability to:

- Understand the Behavior Window.
- Distinguish between Acceptable and Unacceptable Behavior.
- Determine who "own the problem" in a given situation.
- Recognize when their child needs their help as a skilled listener.
- Identify the 12 Roadblocks to Communication.
- Avoid the Roadblocks that cause most helping attempts to fail.
- Use silence, acknowledgments and door-openers to help their child with a problem.
- Active Listen to hear their child's feelings.
- Active Listen to clarify information.
- Acknowledge others' efforts with Appreciative I-Messages.
- Prevent problems and conflicts using Preventive I-Messages.
- Modify the environment to prevent problems and conflicts.
- Determine what to do when a child's behavior is interfering with the parent's meeting their needs.
- Develop a three-part Confrontive I-Message.
- Confront their child's unacceptable behavior with an I-Message.
- Shift gears between I-Messages and Active Listening when appropriate.
- Recognize conflict situations.
- Avoid the use of Method I and Method II.
- Set the stage for Method III Conflict Resolution.
- Use Method III to resolve a conflict between the parent and child.
- Use Method III to mediate a conflict between others.
- Distinguish between Conflicts-of-Needs and Values Collisions.
- Handle Values Collisions.
- Be able to use the Behavior Window to identify problem ownership and the appropriate skill/s needs to solve the problem.

HOW YOU AND YOUR FAMILY WILL BENEFIT

- Your children will feel free to discuss their problems and concerns with you instead of withdrawing.
- They will learn self-discipline, self-control and an inner sense of personal responsibility.
- You will learn how to work with each other instead of against each other.
- You'll experience fewer angry outbursts and more problem-solving.
- Everyone can participate in rule-setting so all will feel motivated to comply with the rules.
- Fewer power struggles—less tension, less resentment, more fun, more peace, more love.

WHAT YOU WILL LEARN

- How to talk to your children so that they will listen to you.
- How to listen to your children so they feel genuinely understood.
- How to resolve conflicts and problems in your family so that no one loses and problems stay solved.
- A method for troubleshooting family problems and knowing which skills to use to solve them.