

Enclosure No. 3 to “Effective Communication Strategies” tool

Summary of P.E.T. model

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The conceptual model is the Behavior Window, a framework that Dr. Gordon developed for determining who owns the problem. Parents learn to use this window to help them to decide which skill to use depending on whose problem it is. There is heavy emphasis on learning the communication and conflict resolution skills so they can be used right away, both at home and in all relationships.

Main Concepts and Skills of this Model:

- Three types of parenting styles: Authoritarian, Permissive, Democratic
- Focus is on teaching the Democratic style
- No use of parental power; needs of both parent and child important; conflicts solved so both get their needs met
- Training is needed to learn any new skill
- Behavior Window provides a framework for dealing with all behaviors
- Problem Ownership
- Communication and conflict resolution skills to handle any relationship problem
- Acceptance of child as s/he is
- Acceptance demonstrated through Active Listening
- 12 Communication Roadblocks
- “Misbehavior” is the language of power
- Authentic, congruent expression of true feelings without blame
- Avoidance of labels and judgments
- Anger and what’s beneath it
- I-Messages vs. You-Messages
- Shifting gears to deal with resistance to I-Message
- Modifying the physical environment to prevent problems and conflicts
- Harmful effects of both rewards and punishments, including logical consequences and time-out
- Disadvantages of both strict and permissive parenting styles
- Win-lose conflict resolution methods as compared with the No-Lose Method
- Parents use influence, not control
- Family rule-setting; Principle of Participation

- Conflicts resolved so that the needs of both parent and child are important and both are satisfied with the solution; no one loses
- How to handle values differences through modelling, consulting, I-Messages.

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This tool can be found on the project website: crocoos.tka.hu

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