



## WE HAVE A PROBLEM, LET'S TALK ABOUT IT

### PRESENTATION

When conflict arises, we must find a way to manage it so that everyone is happy with the agreed outcome.

This approach is designed to be used both when there is a conflict and you want to have a resource to talk about it calmly, and to talk about it before the conflict arises.

### WHAT DO WE NEED?

- List of conflict situations
- Conflict journey mat
- List of proposals to make agreements where necessary
- List of twelve ideas for establishing a digital alliance

### THE STEP-BY-STEP EXPLANATION

- 1** Choose one of the conflict situations from the conflict list. Read it out loud and write it in your own words in the space marked with a 1.
- 2** Which screens are involved? Mark them in the space marked 2.
- 3** In the space with the number 3 you should mark the people who are involved in this situation, assign a colour to each one and mark the emotions they're feeling with their colour. Explain what you think each of you wants to settle the conflict.
- 4** Take the list of suggestions. Read them one after the other and see if they can help you answer what the people involved in the conflict want. Choose up to six and write them in the space marked 4.
- 5** And now comes the tricky part. What solution do you think you can find to the conflict based on what you have discussed? Write it in space number 5. And think about how and when you will check if it works.

# LIST OF PROPOSALS TO MAKE AGREEMENTS WHERE NECESSARY

## Everybody can express their opinion and feelings

When there is a discussion on any given topic, it is important to create an environment where each member can freely express their opinions and feelings.

## Encouragement and expression of feelings

When there is conflict, all family members should be able to share their experiences and concerns. This fosters mutual understanding and helps to find solutions.

## Alternative activities

Organise screen-free activities that promote creativity and social interaction in the family. The length can vary (an afternoon, a whole day) and everyone should be able to contribute ideas.

## Family nights

Sharing digital experiences as a family, such as apps, websites or video games, can strengthen family ties.

## Digital references

Showing responsible use of technology as adults sets a positive example for all ages.

## Content assessment

We carefully select digital content that provides value, both educational and entertainment, for conscious family consumption.

## Meaningful digital consumption

Encourage consumption of digital content that enriches and stimulates creativity, avoiding negative or pointless content.

## Digital content for learning

Explore online educational resources together to extend learning outside school, as a common project.

## Excessive screen time

Think about how excessive use of screens affects our emotional and mental state and time management.

## Safe browsing

Learn how to surf the Internet safely, protecting personal information with appropriate tools and knowledge.

## Having the courage to be able to make decisions

Focus on family conversations by finding the right frame of mind to discuss and resolve conflicts effectively.

## Review of the digital alliance

A digital alliance should serve to regulate screen use at home in an agreed way. However, as ages change, these agreements can be revised.

# LIST OF TWELVE IDEAS FOR ESTABLISHING A DIGITAL ALLIANCE

## Digital hygiene

Take breaks from using devices to promote physical, mental and social health.

## Screen-free areas

Agree and establish areas of the house where the use of one or all screens is restricted.

## Usage time

Establish and agree on how long the devices can be used.

## Setting up a family digital timetable

Implement a "screen-free hour" before bedtime to promote better sleep habits.

## Family discussions

Creating spaces for open family conversations about technology helps us understand each other, share concerns and experiences and establish common boundaries regarding the presence of devices in everyday life.

## Parental controls

Parental controls are a set of tools that help guide children's use of technology, focusing on protection and education rather than restriction.

## Cyberbullying

Teaching about the dangers of cyberbullying and how to respond to these situations protects everyone.

## Digital identity

Digital identity is the information we publish online, from personal details to hobbies, which shapes the digital image that others have of us.

## Talks about digital preferences

Initiate family talks about digital preferences (e.g. apps, games and films or series) to assess their appropriateness and influence.

## Talk about habits

Reflect as a family on screen-related habits to identify the pros and cons.

## Visible screens

Place screens in visible places in the house to promote transparent and responsible use.

## Setting up family accounts

Set up family accounts together on apps or streaming services to discuss security and privacy.

# LIST OF CONFLICT SITUATIONS

## 1 You're not listening to me, are you?

A mother is sitting on the sofa with her mobile phone in her hands while her young son is enthusiastically trying to tell her something. The mother just nods without looking at him. The little one notices that the mobile phone is more important to her mother.

## 2 Technology as punishment

A father takes his daughter's mobile phone because she got poor results in an exam. The girl says that she has been studying but is struggling, and that the mobile phone has nothing to do with it because it hasn't interfered with her study time.

## 3 What are you doing on social media?

A mother logs on to a social media network and sees that her daughter has created a profile. The daughter is not old enough to have one. Besides, she doesn't like what she's posting.

## 4 Forming an opinion without knowing

A mother scolds her son because he's playing a video game. She criticises the game without really knowing it. The son realises that his mother is judging without knowing what it is about.

## 5 We interact through devices

A teenage girl and her friends prefer to make video calls rather than meet in person. Despite living close by, almost all their interactions are digital.

## 6 Watching violent scenes

A child watches TV and hears "I'll thump you". His father, concerned, says, "I don't like that".

## 7 False information

A boy asks his mother if what he has read on a website is true. Mum is worried but doesn't know how to respond.

## 8 You're too young for this

A mother switches on the smart TV. She sees in the YouTube history that the children have been watching videos that are not appropriate for their age.

## 9 You do it too

A young woman complains. Her mother tells her to put her mobile phone down, but she points out that her grandfather, whom she also told to put it down, has been on his mobile phone for hours.

## 10 Devices that make us argue

Two friends argue about which TV programme to watch. Everyone has different preferences.

## 11 We always do the same thing

A boy invites a friend of his home. They fall out because one wants to play Roblox all the time and the other says they could play something else.

## 12 You break our agreements

A mother reminds her child that screen time is over. The child begs for a while longer, making excuses. They end up arguing.

## 13 I haven't finished yet!

Computer time is over and a child is in the middle of a game. He says there are only two minutes left and if he stops, he will lose everything. His father switches off the computer. They argue.

## 14 Devices everywhere

A family often eats dinner in front of the television. Tonight, everyone's eating without saying anything, staring at the screen. The mother wanted them to talk, but everyone else would rather watch an episode of a series.

## 15 It's time for bed!

A child fights to stay up every night, he wants to watch his favourite series on TV. His mother tries to convince him that he needs to rest, but he gets angry and says he wants to watch just one more episode.

## 16 Switch that off and come with us

It is Saturday afternoon. A father and mother tell their teenage daughter that they have to go shopping. The daughter says she prefers to stay home playing video games. In the end, the adults go, leaving the child alone at home.

## 17 Don't you think it's too long?

Two young people have no limits on their use of technology. Mum and dad are worried that they're spending too much time on screens.

## 18 Grooming

A mother is worried because her daughter is chatting to someone on the computer, without really knowing who that person is.

## 19 Self-image

A girl is envious when she sees a photo on Instagram with lots of likes. Later she compares it to what she sees in the mirror. Her mother tries to make her understand that what she sees online is not true. But the daughter is very aware of what is happening on Instagram.

## 20 Make up your own case

If you have not found a case like the one you want to talk about, explain it in your own words.