

BUILDING MY NEW LIFE – A TOOL BOX

GOOD NEIGHBOR

FAMILY TRAINING MANUAL ▶



Habitat
for Humanity®
of Colorado



**BUILDING MY NEW LIFE – A TOOL BOX
GOOD NEIGHBOR FAMILY TRAINING**

©Habitat for Humanity Intl/ Ezra Millstein



TABLE OF CONTENTS

INTRODUCTION:

WHY ARE RELATIONSHIP WITH NEIGHBORS SO IMPORTANT FOR NEW HOMEOWNERS?2 - 3

SUBTOPIC # 1: COMMUNITY BUILDING4 - 8

SUBTOPIC #2: LISTENING ISSUES9 - 12

SUBTOPIC #3: CONFLICT RESOLUTION.....13 - 17

SUBTOPIC #4: CREATING A NEIGHBORHOOD WATCH18 - 22

SUBTOPIC #5: VOLUNTEERING FOR HABITAT FOR HUMANITY23 - 26

POST-TEST: WHERE AM I NOW?..... 27

PEOPLE I MET FROM CLASS 28

FEEDBACK 29

KIDS ACTIVITY 30

NOTES31 - 32

INTRODUCTION:

WHY ARE RELATIONSHIPS WITH NEIGHBORS SO IMPORTANT FOR NEW HOMEOWNERS?

Becoming a new homeowner is very exciting. So exciting that it is easy to forget you are not alone in your new neighborhood. Other people surround you who are living out their own lives. Their needs, personalities, background, life style and life stages may be similar to or different from yours. But there is no denying one important truth: having peaceful and cooperative relationships with your neighbors is a true blessing for any homeowner. The purpose of this course is to suggest how to create the conditions that make good neighbors possible. Although being a good neighbor takes more than one – it is not only up to you – but also to them. We want you to feel confident in doing your part to become a good neighbor. To understand the importance of good neighbors, read the following homeowner's story.



A HOMEOWNER'S STORY

Ana is a single mother of two children. For years, she dreamed of owning her own home. She was thrilled when she was notified that at last she was going to have her own place.

Ana was easy going and had an infectious laugh. As a teenager she had been lively and full of life. But her life as an adult had left her feeling isolated. She had no family living near her, and as a single mother, she was often busy and alone.

When Ana learned the local Habitat for Humanity affiliate offered classes on everything from finance to landscaping, she was happy to join. In addition, the affiliate had many picnics and social occasions for homeowners. Ana looked forward to these events. She enjoyed being surrounded by other homeowners laughing and telling stories, particularly about their children.

Soon after moving into her new home, Ana was hosting small dinners with other families and forgetting her struggles as a single mom. Ana not only had a new home, she had friends. Many of these new friends were also neighbors. Ana now had her own community. Soon, Ana found she had even more.

Another issue, a health issue, had been nagging Ana for years. Ana had arthritis. Sometimes she was unable to perform even simple chores. She had lived most of her life with this condition, but she was very proud and kept her suffering to herself. She was strong. After all, she was raising two children alone. But one afternoon, Ana was putting away her laundry when the familiar ache struck. Ana's hands tensed up and began throbbing with severe pain. She did not know what to do. She could barely move her hands. She was in so much pain she could not cook dinner or

even set the table. And her neighbors, Diana and her husband David, were coming for dinner that evening. They were also Habitat for Humanity homeowners.

Shortly, the door bell rang. Diana and David had come early.

They became concerned when Ana did not come to the door. Diana walked through the unlocked front door, calling Ana's name. She heard a small groan coming from Ana's bedroom.

Ana was in her rocking chair tears of pain rolling down her cheeks. "It's my arthritis," Ana mumbled.

Diana called for her husband. "Take her to the clinic, quickly," she told him. "I'll watch the kids."

David did just that. But the news from the doctor was not good. Ana was going to be on pain medication for several weeks, perhaps months. The medication would be strong and it would make it hard for Ana to cook and clean for her children.

"I have no family. I'm alone. Who is going to take care of my kids? Who is there to watch us?" Ana thought, but said nothing.

David went to the pharmacy with Ana and then drove her home. She thanked him. Diana had fed the kids and they were asleep by the time they came back. Diana and David went home and Ana was alone with her worries.

~continued on next page~

The next morning, Ana awoke in pain. She took the medicine, but it made her sleepy. The thought of trying to prepare a good breakfast was simply too much. Then she heard a knock on the door. It was Diana. She had made pancakes for Ana and the kids. Ana was relieved and grateful beyond words. As Diana cleaned the dishes after breakfast, she surprised Ana with more. She had sandwiches for lunch and soup for dinner as well.

And it wasn't just that day. For two months as Ana got better, Diana and David and other neighbors fixed Ana's family's meals. They cooked, did laundry and babysat, too. When her arthritis was finally under control, Ana felt so much gratitude. Her Habitat for Humanity friends and neighbors were more than just a community. Ana now had something she wanted for years: a family close by!



REFLECTION AND DISCUSSION:

Each homeowner's story is different. What personal characteristics did Ana have that made it easy for her to make friends?



HOW READY AM I?

The following Good Neighbor questions will show the areas you need to work on to do your part to become a good neighbor. Circle the answer that best applies.

1. Do I know what I can expect from most neighbors?

- a. Yes
- b. Somewhat
- c. No

6. Do I know how to build a good relationship with police and my neighborhood?

- a. Yes
- b. Somewhat
- c. No

11. Do I know how to listen to someone's issues in a way that helps to clarify them?

- a. Yes
- b. Somewhat
- c. No

16. Do I know how to protect my neighborhood from suspicious activity?

- a. Yes
- b. Somewhat
- c. No

2. Do I know the best ways to become a good listener?

- a. Yes
- b. Somewhat
- c. No

7. Do I know what Habitat for Humanity volunteer role I would enjoy most?

- a. Yes
- b. Somewhat
- c. No

12. Do I know how to calm down people when they are upset with me?

- a. Yes
- b. Somewhat
- c. No

17. Do I know how to get the most important information from a conversation?

- a. Yes
- b. Somewhat
- c. No

3. When I sense conflict, do I know how to stop it?

- a. Yes
- b. Somewhat
- c. No

8. Do I know how to make friends through being a good listener?

- a. Yes
- b. Somewhat
- c. No

13. Do I know how to recognize suspicious activity in my neighborhood?

- a. Yes
- b. Somewhat
- c. No

18. Do I know how to get someone who is angry to stop and listen to me?

- a. Yes
- b. Somewhat
- c. No

4. Do I have a skill that may be useful for Habitat for Humanity in some way?

- a. Yes
- b. Somewhat
- c. No

9. Do I know the best way to resolve conflicts?

- a. Yes
- b. Somewhat
- c. No

14. Do I usually know my best role in a group?

- a. Yes
- b. Somewhat
- c. No

19. Do I know how to find out which Habitat for Humanity volunteering opportunities are available and right for me?

- a. Yes
- b. Somewhat
- c. No

5. Do I know how to set up a Neighborhood Watch program?

- a. Yes
- b. Somewhat
- c. No

10. Do I know how to help people come together?

- a. Yes
- b. Somewhat
- c. No

15. Do I know which problems are best handled through group problem solving?

- a. Yes
- b. Somewhat
- c. No

SUBTOPIC #1: COMMUNITY BUILDING

WHY IS BUILDING A SENSE OF COMMUNITY IN NEIGHBORHOODS IMPORTANT?

It is said that no man is an island. That means that we all live in a community. Community is defined as “a social group of any size whose members reside in a specific locality and share government.” Communities can be close or distant. When communities are close, they become family. In times of crisis, need and even celebration, no one is better than family.

BUILDING COMMUNITY THROUGH SIMPLE ACTS OF KINDNESS

One of the best methods of creating a sense of community is through helping out your neighbors without expecting something in return. At the same time it is important not to feel like you are “giving too much.”

STEP ONE: Introduce yourself and get to know your neighbors. You don't have to be best friends with your neighbors, but you should at least introduce yourself to them. Getting to at least know your neighbor's name is important. You never know when an emergency such as a robbery or home fire may require their assistance.

STEP TWO: Show you care through simple acts of kindness. Here are some activities that others have used to become involved with and create a sense of community in their neighborhoods:

- Establishing a Neighborhood Watch program.
- Forming a babysitting group.
- Helping to fix neighbors' cars or make minor repairs around the house.
- Tutoring neighbors' children after school or helping out with homework.
- Helping to organize potluck dinners.

STEP THREE: Don't over-give. Make certain that your friendliness and acts of kindness do not out stretch your budget, energy or goodwill. Only give if it feels right and good for you, or else in the end you will feel angry and taken advantage of. Those feelings probably will not make you a good neighbor in the future.

YOU'LL BE AMAZED HOW MUCH A SENSE OF COMMUNITY CAN BE ESTABLISHED THROUGH SMALL ACTS OF KINDNESS.

For more information on community importance and how to establish it, read the following examples:

©Habitat for Humanity Intl / Mikel Flamm



A HOMEOWNER'S STORY

Edith had never been very good at meeting people. She met her ex-husband through her brother, who always had been more social. But since the divorce, it had been just Edith and her 10-month-old son, Samuel. Edith kind of admitted she liked it that way. Her ex-husband was a yeller and Edith liked things nice and quiet.

“It's just going to be you and me,” Edith whispered as she laid Samuel down for his nap. Edith looked around the room. It was the first week since she had moved into her new Habitat for Humanity home, a small, three-bedroom house. But compared to the dark, noisy, chaos-filled apartment she had lived in with her ex-husband, it seemed like heaven.

Around 1:00, there was a knock on the door. It was Tracy from next door. Edith had met Tracy at a Habitat for Humanity event the previous week. Edith thought Tracy was a little loud, but she seemed really nice.

As Tracy came in, she slammed the door and woke up Sam. Edith smiled and shook her head and thought to herself, “Loud.”

Tracy was instantly embarrassed. “I'm so sorry.” She picked up Sam and calmed him down for Edith. Edith laughed to herself. “Loud but nice.”

Tracy had her 3-year-old son with her. “Can you watch Markus for me? I have to run to the store.”

“Sure. I'm just making dinner anyway. You and Markus are welcome to stay. Just hamburgers.” Edith looked at the shy boy at his mother's knee.

“Sounds great. I'll buy the juice and pop,” Tracy promised as she left for the store.

While Tracy was gone, there was another knock at the door. It was Margaret from down the street. Margaret was in Edith's Financial Management Habitat for Humanity class as part of her sweat equity. Margaret was going through a divorce and frequently talked to Edith about the situation.

Margaret looked unhappy. “Okay, what did Steve (Margaret's ex-husband) do now?” asked Edith.

~continued on next page~

Margaret smiled. "How did you know?"

Edith laughed. "How wouldn't I. Come in. I'm just watching Markus for Tracy. Do you and Tonia want to stay for dinner? Then you can help me cook and tell me all the latest with Steve."

"Sure. Tonia's playing with Julie down the street. Just let me tell her."

Margaret went down the street to tell her 6-year-old that they were having dinner at Edith's. Then she came back inside and picked up Sam who was playing in his crib. They joined Edith in the kitchen.

Soon, Tracy returned and knocked on the door, but she was not alone. Her brother Perry came in with her. Perry had been laid off and just found a part-time job. He was living with Tracy until he could afford to live on his own again.

"I smell hamburgers. I brought some mashed potatoes and gravy, so can I join the group?" Perry asked. Edith thought for a second. It was a lot of people, but she had enough hamburger and really enjoyed everyone who was filling into her living room. She smiled and waved Perry in.

The rest of the group came in and Edith sat everyone around her table. They had an enjoyable dinner. After everyone was gone, Margaret helped Edith clean up. "Don't you mind everyone coming by like this?" Margaret asked.

"No, it's fine. We're neighbors and friends, that's what we do." But Edith had to admit at the end of day, after putting Sam to bed, she was exhausted. Still, she had a lot of fun.

The next day when Edith went out to leave for work at the mall, she looked down at her car.

Her tire was flat. She had no tools available and no experience in changing tires!.

"How am I going to get Sam to daycare and get to work? We have inventory today!" Edith despaired to herself.

Tracy was looking out her window next door and soon she and her brother Perry came out. He had repair tools, and offered to change the tire. Tracy said it was her day off so she would watch Sam.

Then a new neighbor, Sara, pulled over her Camry and rolled down her window. Edith had met her in her Financial management class too. "What's the matter? Does somebody need a ride?" Sara called out.

"Yeah, are you going by the mall?" asked Tracy. "Edith needs a ride!"

"Sure!" Sara responded, "I can give her a ride back if she gets off at five!"

Tracy nudged Edith, "You get off at 5?"

"Yeah!" Edith smiled, feeling relieved.

"Great, I'll bring you home then."

Perry winked at Tracy. "We may even have dinner waiting."

"Yeah, Sara can come for dinner, too, when you two come home."

"What are we having?!" Sara said with a smile.

"Anything but hamburgers!" Edith exclaimed.

Then Edith whispered to Sam as she handed him off to Tracy and looked at the crowd of friends around her. "Well, it's not quiet, but it seems like heaven to me!"



REFLECTION AND DISCUSSION:

1. Do you think it was right for Edith to let all those people come over? Why or why not?
2. What would you do if you were in Edith's place?
3. How are you like or not like Edith? Have similar situations happened to you?

WHAT DO I EXPECT FROM A COMMUNITY OF NEIGHBORS?

Your expectations of your neighbors will determine how disappointed or happy you initially feel in your community.

MATRIX 1: What do you think are reasonable expectations from neighbors?
Put an X in the box on how often you feel a neighbor should respond in certain situations.

RESPONSE	OFTEN (Weekly or more)	SOMETIMES (Monthly or so)	EMERGENCIES OR RARELY	NEVER
Having over for Dinner				
Babysitting				
Coming Over				
Borrowing Items				
Shopping together				
Picking something up from the store				
Driving you somewhere				
Social Events (Picnics, Etc.)				
Other _____				

SUBTOPIC #1: COMMUNITY BUILDING (CONTINUED)

WHY IS BUILDING A SENSE OF COMMUNITY IN NEIGHBORHOODS IMPORTANT?

MATRIX 2: What is important in being a good neighbor? Put an X in the box to express how important you feel each characteristic is to being a good neighbor.

RESPONSE	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	NOT SURE
Respectful				
Friendly				
Dependable in Emergencies				
Clean				
Responsible				
Non -Confrontational				
Other _____				



REFLECTION AND DISCUSSION:

1. What kinds of things can affect whether or not someone is able to be a good neighbor?
2. Given that you will now have long term neighbors, is there anything you would change in how you approach being a neighbor?

©Habitat for Humanity Intl/ Kim Macdonald

YOUR PLAN FOR DEVELOPING A POSITIVE COMMUNITY WORKSHEET

Read through and respond to the following steps in developing a community. These steps should help you focus your skills on developing a positive community in your neighborhood.

STEP ONE:
HOW DO YOU SEE
YOUR ROLE IN
MOST GROUPS?

1

ROLE	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	NOT SURE
Leader				
Organizer				
Supporter				
Creative Person (Advertising)				
Peace Keeper				
Record Keeper				
Technologist				
Food preparer				
Treasurer				
Other _____				

STEP TWO: DEFINITION

WHAT IS YOUR DEFINITION OF A SUPPORTIVE COMMUNITY?

2

STEP THREE: NEIGHBOR SUPPORT

IS THERE A NEIGHBOR THAT YOU COULD HELP? GIVEN YOUR STRENGTH, RESOURCES AND TIME, HOW WOULD YOU HELP?

3

STEP FOUR: NEIGHBORHOOD GOALS

IS THERE SOMETHING YOU WANT IN YOUR NEIGHBORHOOD? SOME GOAL YOU ARE WILLING TO WORK TOWARD WITH OTHER NEIGHBORS?

4

(Like a park, Neighborhood Watch program, or a Halloween party for the kids?)

STEP FIVE: COMMUNITY GOALS

GETTING TO KNOW THE LARGER COMMUNITY IS ALSO A BENEFIT. ISSUES THAT AFFECT EVERYONE

—SCHOOLS, PROPERTY TAXES, THE ELECTION OF A CITY MAYOR— ARE ALSO GOOD RALLYING ACTIVITIES FOR NEIGHBORS.

5

Volunteering at the school or joining a local parents group are good ways to keep an eye on school issues. Participating in political groups may help you be more knowledgeable about issues in your community. What are some community goals you would like help achieve?

STEP SIX: WHAT WORKS FOR YOU?

GIVEN YOUR NATURAL ROLE IN GROUPS, HOW CAN YOU BEST HELP YOUR COMMUNITY OR NEIGHBORHOOD ACHIEVE ITS GOALS?

6

When responding to this step, also consider the time and resources you realistically have available for community building.

SUBTOPIC #1: COMMUNITY BUILDING (CONTINUED)

WHY IS BUILDING A SENSE OF COMMUNITY IN NEIGHBORHOODS IMPORTANT?

WHAT CAN I DO WHEN COMMUNITY BUILDING GOES WRONG?

Sometimes building a community can also cause conflicts among neighbors and in the community.

Here are some common problems:

1. STRETCHED THIN:

Sometimes people feel that they MUST get involved in community development or helping neighbors, even if they are short on time, money and resources. Sometimes they do it to please other people. This attitude will not help others; it will just wear you out!

What to Do? Before getting involved in any project, ask yourself: Can I really do this? Is this taking too much from me to do it? It is okay to say "no."

What do I need to consider in my planning: I need to understand I can say "no." Am I a person that says "yes" or "no" too easily? Looking at my plan, what do I need to remember about stretching myself too thin?

2. CONFLICTING PRIORITIES:

Sometimes two or more groups in a neighborhood will be on separate sides of an election or a community issue. This division can cause problems within the neighborhood by increasing tension.

What to Do? Make certain that you remember you are all neighbors. Have functions and social events that bring people together to have fun and express their views in a loving, peaceful way.

What do I need to consider in my planning: Look through the plan. What in the plan could be controversial? How can you provide ways to allow everybody to still be friends?

3: POWER PLAYS:

Sometimes two or more groups in a neighborhood will be divided because of leaders in a group.

What to Do? Try to get groups to enjoy social or family functions together. These functions may help neighbors to break out of their small groups and become part of the larger community.

What do I need to consider in my planning: Look through the plan. What are some situations where you can see individual priorities ruining the sense of community?

4. FEELING LEFT OUT:

Sometimes groups in the neighborhood bond and leave out others who may want to join. These "others" may feel unwanted or too shy to make their feelings known.

What to Do? Make certain you have notified all neighbors of plans. Also make certain that you have solicited the opinions and participation as many of the residents as possible. Spend some one-on-one time with non-participants (or get the leader to spend time).

What do I need to consider in my planning: Are there neighbors who may want to get involved but are shy? What can you do to get them involved and not feel left out?

5. DISADVANTAGES:

Can you think of some other disadvantages to being more involved in your community? What are they?

WRAPPING UP – COMMUNITY BUILDING:

Some of the advantages that other homeowners have found in being involved in their neighborhood and the larger community include: 1) knowing their neighbors; 2) having a safer neighborhood and 3) forming contacts that can be helpful in times when things are not going smoothly.



REFLECTION AND DISCUSSION:

What did you learn about community building? _____

Do you feel you know what you want to do in building community? What would you do First?

Here are suggestions of who you can reach out to for help with your stress and support community development in your neighborhood:

- Neighborhood leaders, neighbors you have met, someone in class, clergy member, school staff, family member, friends Habitat for Humanity
- volunteer or staff

SUBTOPIC #2: LISTENING

WHY IS GOOD LISTENING IMPORTANT TO BEING A GOOD NEIGHBOR?

Disagreements will occur among neighbors. They are a natural part of living in a community. People can look at disagreements as something to be avoided or they can look at them as ways to learn new skills. Conflicts, however, are more harmful than disagreements. Conflicts are disagreements that are allowed to worsen into hostility not toward the issue, but toward the person.

The best way to prevent disagreements from becoming conflicts is to practice good listening. You should practice good listening not just when people are angry, but also when they are communicating with you every day. These listening skills will help you establish a reputation for being peaceful, calm and fair. Such a reputation is very helpful in promoting good relationships with your neighbors.



©Habitat for Humanity Intl/ Steffan Hacker

LISTENING STEPS:

Remember the first step in dealing with a disagreement with others is to listen to them.

1. GET IN THE RIGHT STATE OF MIND – BE A DETECTIVE:

Remember to be a detective in conversations to look at the underlying meaning. **DON'T REACT! GATHER CLUES FIRST!** Being objective will let you understand the situation better. Keeping calm is especially helpful if approached by an angry person.

2. FEAR OR OTHER EMOTION: Remember the emotion behind anger is usually fear. Often it is fear of losing something, such as pride, a friendship or status. It helps to figure out what the person is fearful of. If the person is not angry but just talking to you, try to detect the main emotion behind the conversation. Is it joy, jealousy toward someone, frustration, anxiety? Remember emotions cause most conflicts between family, friends and neighbors. Put yourself in their shoes.

3. WATCH BODY LANGUAGE – WHAT ELSE ARE

THEY SAYING? Observe the other person. Watch the tone of voice, the body posture. Do the words and the body language tell you two different things? For example, does the person say he is furious, but his body is drooping and his arms relaxed? Maybe he is just saying he's angry to satisfy someone else.

4. PUT ALL THE CLUES TOGETHER: From a person's words and body language, can you make a guess about what she really wants? What does she want from you? What does she want to happen as a result of the conversation? Be active with the information in your mind. Don't dismiss it or "zone out."

5. REFLECT BACK: Repeat back what you heard the person say, for clarification. Notice any changes in body language.

6. LISTEN TO THE RESPONSE: The person may confirm, modify or explain further his position. Listen to his response fully. Notice changes and corrections.

7. REPEAT THE PROCESS: Repeat the process until: 1) you feel that you understand fully what the person is trying to say, 2) the person is calm and feels he has expressed everything needed, and 3) you can work on a solution or the next steps rationally.

8. LET THE PERSON CALM DOWN: If the process still does not seem to work, you may just want to walk away and let the person calm down. A time apart may be needed to allow more reasonable points of view to develop.

SUBTOPIC #2: LISTENING (CONTINUED)



A HOMEOWNER'S STORY

Katy moved into her new Habitat for Humanity house last year with her husband, Scott, and 9-year-old son, Jake. She was excited because her next-door neighbor, Jill, also had a 9-year-old, Thomas. As soon as Jake and Thomas met each other, they became best friends.

It helped the friendship that Katy's husband liked Jill's new boyfriend, Kenan. The two neighbors spent all summer watching the kids and hosting barbecue parties in their backyards.

In the fall, the two families were so happy to learn that the boys were going to be in the same class. But after school started, Jake made a lot of friends, but Thomas was shy.

To make matters worse, Jake started hanging out with Daryl from up the street. Jake would try to include Thomas, but Thomas and Daryl didn't get along.

Daryl would say about Thomas, "Do we have to bring Thomas? He's weird!"

Around October, when Thomas would knock on the door to play, Jake would make up excuses to not go outside. Jake started to complain, "Thomas won't leave me alone."

Katy started to notice a difference with Jill. In the summer, after work, Jill would usually stop by for a quick chat. But Katy realized that it had been several days since Jill had stopped by.

One day, there was the familiar knock on the door.

"Hey, Jill, come on in."

"I'm not staying long," Jill replied coldly.

"Is there a problem?" Katy stood back as Jill put her hand on her hips.

"Yeah, did you know that Jake threw a rock at Thomas today after school?"

"No, I didn't. Was anybody hurt?" That didn't sound like Jake. But she looked into Jill's eyes as they tried not to cry. Katy knew Jill wouldn't lie, especially about something like this. Katy tried to remain calm. As a nursing assistant, Katy was used to handling overly excited people. She knew slow and steady was the best way to handle folks when they were upset.

"No, everyone's okay. But Thomas locked himself in his bedroom. Where's Jake?"

"He's over playing at Daryl's. Jill, why don't you start from the beginning? Then I promise I'll go get him."

Jill sat down on the edge of the chair in the kitchen. "Okay, okay. But I'm very upset."

"I can see that and I'm sorry that you're so hurt and that Thomas is upset. But tell me everything so I'll know what to tell Jake."

"Okay, okay. Daryl, Jake and Thomas were walking home from the bus. I gotta' tell you, Katy, I don't like that Daryl. He is so mean to Thomas."

"I understand, but can you tell me about this afternoon?"

"I'm getting to it. So the three were walking home. And Daryl started telling Jake that Thomas couldn't walk with them anymore. Then Daryl and Jake started running. Thomas started running after them and Jake picked up a rock and threw it at him."

"So they were walking home and Jake threw a rock at Thomas to keep him from walking with him. Is there more?"

"There's a little more. Daryl told Jake to throw the rock at Thomas. Katy, I don't know why Jake has to hang out with that kid. He's so mean. I don't know why you let Jake hang out with a kid like that?"

"It sounds like you're mad at me, too?"

"I just don't think a good mother should let their kid hang out with a neighborhood bully."

"I'm sorry, you're upset Jill. It sounds like you're mad about me not stepping in with the boys."

"Katy, I just want everything to be the way it used to be. Now I have a kid upstairs alone in his room, thinking who knows what."

"Okay. Why don't we have Thomas, Daryl and Jake come over to talk to each other? I know Marlene, Daryl's mom, pretty well. I think she wouldn't mind if the boys had a little talk."

"Thanks, Katy. I'd like that."

The boys sat down in Katy's kitchen with their mothers. Katy tried to keep herself calm when she talked to the boys. Soon each of the boys began to spill their side of the story.

During the conversation, Marlene brought up that the problem started when Thomas called Daryl fat the first day of school. It seemed clear that all three of the boys liked each other. Hurt feelings and misunderstandings caused the boys to fight since the beginning of the school year. The women decided to have the boys go to the movies and the mall once a week together. They wanted all the boys to spend

time together, **but after their talk all three of the boys became best friends.**

Now when there is a knock at the door, neither Jake nor Katy are afraid to answer it.



REFLECTION AND DISCUSSION:

1. What were the listening main steps that Katy used to help the situation?
2. How would you have acted? Have you been in a similar situation? How did you act?
3. What would you have done differently if you were Katy?

SUBTOPIC #2: LISTENING (CONTINUED)



©Habitat for Humanity Intl/ Steffan Hacker

TOOL: WHAT KIND OF LISTENER AM I?

LISTENING PROFILE

Every person has a listening style. Listening styles may differ because of personal shyness, intensity, assertiveness, and many other factors. The perception of the person talking and the situation also will influence the listener's reaction. To understand your listening style better, please fill out the table to the right:

HOW DO YOU TYPICALLY REACT AND LISTEN TO PEOPLE?

LISTENING SITUATION	OFTEN	SOMETIMES	RARELY	NEVER
If someone's yelling, I stop listening				
If someone's angry, I stop listening				
I often pretend I am listening				
If someone's talking, I interrupt				
I am a very attentive listener				
I like only one person to talk to me at a time				
I ask a lot of questions when someone's talking				
I ask for people to repeat what they said				
Other _____				

ROLE PLAYING:

To understand your style better, we have three scenarios based on the previous story. Try to go through the role play scenarios using the listening steps. Get with a partner. Be the listener one time, and then be the talker.

ROLE PLAY: SCENARIO #1

Your son accidentally hit a ball through a neighbor's window. She is upset and says you should pay for it even though it was her son who insisted they play baseball in the front lawn. Follow the listening steps

1

ROLE PLAY: SCENARIO #2

You accidentally mowed over the neighbor's flower bed. They are upset about the flower bed, and now you found out the flower bed may have been on your property. Follow the listening steps

2

ROLE PLAY: SCENARIO #3

The neighbors decide to go to the movies and take your son with them. At the theatre, the movie they were going to was sold out. They decide to see another movie rated PG. They try to call you to ask if it is okay, but you don't answer. You are upset because you took him to the other movie without your permission. Follow the listening steps.

3



REFLECTION AND DISCUSSION:

1. Review your listening profile.
2. What would your natural strengths and weaknesses be as listener in each of the role play situations? How is it different with the listening steps?

STRENGTHS

WEAKNESSES

DIFFERENCE IN LISTENING STEPS?

STRENGTHS

WEAKNESSES

DIFFERENCE IN LISTENING STEPS?

STRENGTHS

WEAKNESSES

DIFFERENCE IN LISTENING STEPS?

SUBTOPIC #2: LISTENING (CONTINUED)

HOW CAN I BECOME A BETTER LISTENER?

From the previous exercise, decide where your general strengths and weaknesses are as a listener and in different situations. Make plans on how you can improve your listening skills.

What neighbor listening situation would be especially hard and how could you cope with them?

1. NEIGHBOR ACCUSES YOU OF SOMETHING YOU DIDN'T DO.

VERY HARD TO LISTEN? YES ___ NO ___

How would you use the listening steps? Which step would be most important for you in that situation? (Be a detective, reflect back, etc.)

2. NEIGHBOR THINKS YOUR FENCE IS ON HIS PROPERTY.

VERY HARD TO LISTEN? YES ___ NO ___

How would you use the listening steps? Which step would be most important for you in that situation? (Be a detective, reflect back, etc.)

3. NEIGHBOR CRITICIZES YOUR CHILD.

VERY HARD TO LISTEN? YES ___ NO ___

How would you use the listening steps? Which step would be most important for you in that situation? (Be a detective, reflect back, etc.)

4. NEIGHBOR CRITICIZES YOU AS A PARENT, SPOUSE OR FRIEND.

VERY HARD TO LISTEN? YES ___ NO ___

How would you use the listening steps? Which step would be most important for you in that situation? (Be a detective, reflect back, etc.)

5. NEIGHBOR SAYS YOU OWE MONEY, TIME OR RESOURCES, WHICH YOU DISPUTE.

VERY HARD TO LISTEN? YES ___ NO ___

How would you use the listening steps? Which step would be most important for you in that situation? (Be a detective, reflect back, etc.)

WRAPPING UP – LISTENING SKILLS:

Listening is an important skill in Community Building. Take a few minutes to discuss what you have learned about yourself as a listener.



REFLECTION AND DISCUSSION:

What did you learn about listening?

What did you learn about yourself as a listener and how you can improve?

SUBTOPIC #3: CONFLICT RESOLUTION

WHY ARE CONFLICT RESOLUTION SKILLS SO ESSENTIAL TO BEING A GOOD NEIGHBOR?

SOMETIMES CONFLICTS ARE HARD TO AVOID WITH NEIGHBORS.

It is important to resolve issues with neighbors in order to live peacefully and have local support during emergencies.

When a disagreement carries over to several days or more, it may have grown into a conflict. A conflict includes hostility toward the person and may remain for quite some time. There are effective ways to resolve conflict. You might try to use some of these techniques either by yourself or with a mediator. Sometimes this can be a friend of both of you or an uninvolved third party.



©Habitat for Humanity Intl/ Steffan Hacker

STEPS TO CONFLICT RESOLUTION

Suggest in a non-threatening voice that since the situation is still a problem for both of you, that you meet at a neutral place. (Pick a quiet place where you will not be interrupted, maybe over a cup of coffee or a soft drink.)

1. BE CALM: Be calm and respectful. Remember first to calmly listen to issues and don't over-react. Getting angry, or only talking about your own interests at this point will not help.

2. LISTEN: Draw out more details of the other person's concerns. Ask questions. Listen!

3. REFLECT: Reflect back what you understand the person's concerns are.

4. ASK QUESTIONS: Ask questions until you understand where this person is coming from.

5. REFLECT FEELINGS: Give a description of your feelings about the situation as detailed as you think necessary. Remember to be calm and fair. Use a lot of "I feel" type of statements instead of general pronouncements of reality.

6. RESTATE POSITIONS: Restate both of your positions.

7. COMPROMISE: At this point look for something, however small, that the two of you can agree on. Find one thing, however small, that you can do together to help resolve the issue. This may or may not completely solve the initial problem, but will give you a way of moving forward. You may also find one thing you can give up on your position. It can be a small point.

8. BE PATIENT: Where there are strong feelings it may take several small steps to resolve the issue. Some solutions take awhile. The first step may involve simply finding some things in common and building on that. You don't have to be best friends. But keep letting them know how you respect their right to their own opinion. In some cases, it may be best just to avoid his or her company for a while.



A HOMEOWNER'S STORY

Katy moved into her new Habitat for Humanity house last year with her husband, Scott, and 9-year-old son, Jake. She was excited because her next door neighbor, Jill, also had a 9-year-old, Thomas. As soon as Jake and Thomas met each other, they became inseparable.

The first six months were filled with the boys playing football in the front yard while the neighbors hosted barbecues in their backyards. But when the boys started school, Jake made a new friend, Daryl. There was some unfriendliness between Daryl and Thomas, which caused problems between Jake and Thomas. At one point, Daryl convinced Jake to throw a rock at

Thomas. No one was hurt, but Jill was upset. Katy managed to calm Jill down and gathered all the boys together. The mothers of all three helped ease the tension between the three boys.

For a few months everything went smoothly between the boys and their mothers. Then one afternoon, the boys went to a movie with Katy's husband, Scott. The boys were supposed to go to one movie, but that movie was sold out. Scott tried to call Jill to tell her that Thomas was going to a different movie but he couldn't reach her. When Thomas came home, he told his mother he saw another movie that she didn't approve of beforehand.

~continued on next page~

SUBTOPIC #3: CONFLICT RESOLUTION (CONTINUED)

Jill immediately ran next door and banged on Katy's door.

"Why can't you be a good mom?" Jill yelled at Katy as Jill opened the door not waiting to ask to come in.

It took all of Katy's strength to not react emotionally and ask calmly, "Okay, Jill. Back up and tell me what happened."

"You should know! Don't you care what your son watches?" Jill laid her coat on the sofa and started walking toward Katy waving her hands in the air as she spoke.

"Scott told me that they had to switch movies, because the first movie was sold out. He called me. He was going to call you. Didn't he?"

"I don't know. Which number did he call?"

"I don't know. Check your cell phone."

Jill checked her cell phone and saw that Scott had called.

Katy could tell that Scott had called by the look of disappointment on Jill's face.

"Jill, you said that you think I'm a bad mom. That's pretty mean. But I know you wouldn't say something as hurtful as that if you weren't upset. So what's going on?"

Jill sighed. "I'm sorry. I shouldn't have said that."

"What's going on, Jill? I thought we had worked everything out. Was I wrong?"

"Katy, you don't seem to know how Scott and Jake act out of the house."

"How do you think they act?" Katy said trying her best not to get defensive.

"They seem like they don't care about my or Thomas' feelings."

"So you think that Scott and Jake are not thinking of you guys when they are out?"

"They just seem thoughtless."

"Can you explain this to me?" Katy could tell that Jill was not telling her everything.

"They don't always check with me when they take Thomas with them."

"What I hear you saying is that they don't always check with you and that this is partly my fault. Probably I need to talk to them."

"Exactly."

"Katy, I understand that you are upset that Thomas saw a movie that you didn't know about. But Scott did try to get in touch with you. Is there any other time when Scott or Jake took Thomas someplace that you didn't know about?"

"I didn't want to tell you this, but I heard Jake took Thomas to the mall yesterday without telling either one of us," Jill said triumphantly.

"Was this Jake's idea to go to the mall?"

"I assume so."

"Do you know for certain?"

"No, but Jake's always the leader. It was probably his idea."

"Jill, it seems like you are upset when you don't know where Thomas is. And you think Jake is being deceitful to you. Is that it?"

"Not deceitful, but not always telling me."

"Katy, I feel that Jake and Scott for the most part try to let you know what is going on with Thomas. But I can understand that it is upsetting to not know where your 9-year-old is. So how about this: Whenever the boys are going somewhere, I'll check with you to see if you know where they are going. I don't mind making the extra effort if it will give you peace

of mind. And in addition, if they come to you and say they are going somewhere, you let me know too? I like to know also. I'll talk to Scott and Jake about letting you know. Is that a deal?"

"Sure, Katy. I guess I can live with that."

Jill then picked up her coat and got ready to leave.

"And Jill? I'd appreciate it if you did not call me a bad mother. I'm not perfect, but I do try my best."

"Sorry, Katy. That was wrong. I was just upset. My ex has been taking Thomas on his day off to who-knows-where. It is making me a little nervous about where Thomas goes. But I shouldn't take it out on you. I actually think you're a pretty good mom."

"Thanks, Jill. You too."

The two women hugged and Jill said goodbye.

Scott and Jake came through the door and Jake had a huge grin on his face. "We saw the coolest movie, Mom. You should have come with us!"

Katy gave Scott a smile and a look to talk later. Then she ruffled Jake's hair. "I heard you went to a different movie. Tell me all about it."



REFLECTION AND DISCUSSION:

1. Do you feel the main issues were resolved in this conflict? What were the critical things Katy did or didn't do to resolve this conflict? What do you think she could have done better?
2. How would you react in this situation? Have you been in a similar situation? How did you react?

SUBTOPIC #3: CONFLICT RESOLUTION (CONTINUED)

HOW CAN I RESOLVE CONFLICT?

EACH OF US HAS A DIFFERENT STYLE OF RESOLVING CONFLICT. Each of us also has a step in conflict resolution that they are better at. Some of us are better at listening. Some of us are better at compromise or stating our point of view. Below are three conflict scenarios. Use each scenario to discover how to use handle the conflict resolution steps.



©Habitat for Humanity Intl/ Steffan Hacker

ROLE PLAYS:

For each scenario, perform the resolution steps with a partner (who plays the other person in the conflict). Then switch and each play the other person.

ROLE PLAY: SCENARIO

#1 A neighbor has a dog that is seldom on a leash. It is big and menacing. Someone called Animal Control and the dog was taken away. She is sure it was you and now is telling her children to be mean to your kids because you had their dog taken away. How should you resolve this?

ROLE PLAY: SCENARIO #2

A neighbor has asked you to move your fence. She is sure it is on her property line even though she has no proof. She tells you she knew you were going to be trouble as soon as you moved in. How should you resolve this?

ROLE PLAY: SCENARIO

#3 You are having a neighborhood block party and have invited everyone on your street. One neighbor wanted the party at his house and is upset. He decides to not come and then the police saying your party is too loud. How should you resolve this?



REFLECTION AND DISCUSSION: HOW DID YOU DO?

1. How did you feel you did in resolving these conflicts? 2. Which scenario was the easiest to resolve? Why? 3. Which of the conflict resolution steps was easiest to perform? Why?

COMMON CONFLICTS IN NEIGHBORHOODS

To the right is a list of common conflicts among neighbors. Many of these conflicts can spin out of control because of anger and excess emotion. Rate how difficult each conflict would be for you to resolve CALMLY!

CONFLICT	VERY DIFFICULT	DIFFICULT	MODERATE	FAIRLY OR VERY EASY
Conflict between my child and a neighbor				
Conflict between my child and another adult				
Fencing and other property issues				
Neighbor calls you a name				
Neighbor is caught taking something small, like a newspaper				
Neighbor gossips about you				
Neighbor child is a bully				
Neighbor has a pet that is a nuisance				
Other _____				



REFLECTION AND DISCUSSION: HOW DID YOU DO?

1. Why are some of these issues easier to handle for you than others? 2. Do you have any tools to make you calm down if you know you are going to get very angry?

SUBTOPIC #3: CONFLICT RESOLUTION (CONTINUED)

CONFLICT RESOLUTION STYLE

THE FOLLOWING WILL PROVIDE YOU A VERY GENERAL OVERVIEW OF HOW OBJECTIVE YOU CAN BE IN A CONFLICT. Please check off the best answer with an X to the following statement.

HOW OBJECTIVE CAN I BE IN A CONFLICT...

1. When I am in an argument, I try to figure out the other person's point of view:

- a. Rarely
- b. Sometimes
- c. Very often

4. I can remain calm and fair even when someone is calling me names:

- a. Rarely
- b. Sometimes
- c. Very often

2. I can usually resolve a conflict once it happens:

- a. Rarely
- b. Sometimes
- c. Very often

5. It is easy for me to listen and sum up another person's feelings even when they are upset at me:

- a. Rarely
- b. Sometimes
- c. Very often

3. It is easy for me to find a compromise:

- a. Rarely
- b. Sometimes
- c. Very often

THE FOLLOWING WILL PROVIDE YOU WITH A VERY GENERAL OVERVIEW OF HOW YOU REACT IN A CONFLICT. Please check off the best answer with an X to the following questions.

HOW REACTIVE CAN I BE IN A CONFLICT..

1. When I am provoked, I get angry easily:

- a. Rarely
- b. Sometimes
- c. Very often

4. It's hard for me to understand the other person's point of view once they are angry with me:

- a. Rarely
- b. Sometimes
- c. Very often

2. I stop listening when someone is yelling at me:

- a. Rarely
- b. Sometimes
- c. Very often

5. It's hard for me to not hold a grudge once conflict has occurred:

- a. Rarely
- b. Sometimes
- c. Very often

3. It's hard for me to find a solution once someone is angry with me:

- a. Rarely
- b. Sometimes
- c. Very often



REFLECTION AND DISCUSSION:

HOW DID YOU DO?

1. Look through your answers. Are you more objective or reactive during a conflict?
2. Which conflict resolution steps do you think apply to each answer? Which step do you think you need to work on?

SUBTOPIC #3: CONFLICT RESOLUTION (CONTINUED)

WHAT CAN I DO IF A CONFLICT SPINS OUT OF CONTROL?

You can tell that a conflict is becoming long-term from the following signs: 1) Several disagreements come one after another; 2) Parties are deliberately not invited to social events; 3) Attempts to include others in the conflict are actively pursued; 4) Authorities or legal representatives are called (or parties threaten to call); or 5) Harassment or threats (both legal and physical) are made or perceived to be made.

PLAN TO DEAL WITH SERIOUS CONFLICTS

If any of the above characteristics are true about a conflict it may turn into a long-term dispute. Serious conflicts can be very painful and should be avoided if possible. Here are some personalized steps to avoid serious conflicts (or at least the impact of serious conflicts).

1. ONE TO ONE: Try to discuss the conflict or issue with the person using the conflict resolution steps.

2. MEDIATOR: If you can't talk it out one-on-one, try to talk out the conflict and use a mediator (or neutral third party, if possible).

3. WORK ON YOUR OWN TO RESOLVE ISSUE: Do your part to enact strategies outside of meeting with the person to resolve issue, if appropriate. An example is removing your fence if it is indeed on a neighbor's property.

4. AGREEING TO DISAGREE: Sometimes, the best solution is to agree to disagree. Do not push the issue (especially if the other party seems determined to be in conflict). Many neighbors learn to live side-by-side without being "best friends." Although this is not the most desirable situation, it sometimes is the best available outcome.

SERIOUS CONFLICT PLAN

Sometimes it may be helpful to have a plan in the back of your mind for when confronted with a serious conflict. **Think about how you would react in each of these stages.**

1. ONE TO ONE

My steps: How would I best approach a one-to-one discussion in order to avoid conflict? What tips could I use to keep myself calm during such a conversation?

2. MEDIATOR

My steps: Think of someone who might be a good mediator in a conflict (a therapist or a clergy person, for example). How would you approach the other party to see if a mediator would be acceptable to them?

3. WORK ON YOUR OWN TO RESOLVE THE ISSUE

My steps: How would you know that you need to resolve something partly through your own steps? A lot of this is recognizing your responsibility in an issue. How do you personally know when you are at least partially to blame for the conflict?

4. AGREEING TO DISAGREE

My steps: This step acknowledges that you have tried the previous steps, if appropriate. The steps just don't seem to work. The person is determined to be in conflict with you. How do you recognize when someone is determined to be in conflict with you? How would you know when it is better to just let things be?

WHERE CAN I GO FOR ADDITIONAL SUPPORT?

During a conflict it is often helpful to talk to a third person to get another perspective on the situation. This person may or may not be a mediator. This person's role is to listen to you and try to give his or her overall wisdom to the situation for you. The person should have the following characteristics:

1) NEUTRALITY: It would be best to contact someone who is neutral and does not know the other party.

2) CALM LISTENER: This person needs to be a good listener, fair and neutral – if possible.

3) AVAILABLE: This person should be someone who is easy to get a hold of and willing to put in the time to listen to you vent.

Is there a Family Member who would be a good listener in conflicts?

Who? _____

Is there a Member of the Clergy who would be a good listener in conflicts?

Who? _____

Is there a Friend who would be a good listener in conflicts?

Who? _____

Is there a Therapist or Counselor who would be a good sounding board in conflicts?

Who? _____

SUBTOPIC #4: CREATING A NEIGHBORHOOD WATCH

WHY IS A NEIGHBORHOOD WATCH IMPORTANT TO A NEIGHBORHOOD?

Neighbors who watch out for each other tend to have less dramatic events which end badly. Neighbors who are vigilant about possible criminal activity see a sharp and sustained reduction of crime. Neighborhood Watches, which include collaborations with the local police department and neighbors, have been very effective in preventing crime.

NEIGHBORHOOD WATCH STEPS

- 1. CONTACT POLICE DEPARTMENT:** Call your local police department to get details.
- 2. HAVE A PRE-TRAINING MEETING:** Have a pre-training meeting with a few of the most influential neighbors to gauge interest in a Watch.
- 3. INFORM OTHER NEIGHBORS:** Usually, the next step is to inform all neighbors of a meeting regarding the Watch. This first meeting will usually be informative and held by the police department at a neighbor's home.
- 4. GATHER AND TRAIN AS MANY NEIGHBORS AS YOU CAN:** The first or second meeting will usually be a training meeting to educate neighbors on what it means to be in a Watch. A certain percentage of neighbors may have to attend training meetings to establish an "official" Neighborhood Watch recognized by the police department.
- 5. ELECT WATCH CAPTAINS:** After the training meetings, Watch Captains for the neighborhood usually are elected.
- 6. BEING VIGILANT:** After training, neighbors will be expected to keep alert for possible signs of criminal activity. Activities for Watches vary from promoting basic communication between neighbors to creating an active neighborhood patrol. Captains should provide updates to the rest of the neighbors every few months.
- 7. PUTTING UP A NEIGHBORHOOD WATCH SIGN:** After successful completion of training by neighbors, the local law enforcement agency will put a sign up notifying the public (and potential criminals) that the block has a Neighborhood Watch. These signs have been shown to prevent some criminal activity.



A HOMEOWNER'S STORY

Paulina has lived in her new Habitat for Humanity home for the past nine months with her twin 15-year-old girls, Gaby and Elisa. Paulina's husband was killed in an automobile accident when her girls were two. The old neighborhood that they had lived in for three years was known as one of the most violent in the city. Paulina had always been concerned about the girls growing up safely. She remembered one day in the old neighborhood, Gaby came rushing into their apartment, "Mom, some guy tried to take Elisa in his truck!" "What?" Paulina anxiously asked.

"She's okay. Here she is." Paulina rushed into the apartment hallway to see Elisa with her hair in a mess and bruises on her arms.

"I'm alright, Mom." Elisa said as Paulina quickly opened the apartment door and shoed her girls inside.

"What happened?" Paulina asked as she got some ice for the bruises on her arm.

"It was some gang member from the other block, Mom."

Gaby broke in trying to catch her breath.

"He's older and he has been watching Elisa

for months, now. **After school, he pulled up and jumped out and tried to grab Elisa. Elisa screamed bit his arm and we ran away."**

"In broad daylight, unbelievable! I'm calling the police!" Paulina broke in.

After the police came and took the description of the gang member from the girls, one of the officers took Paulina aside. "We think we know who this joker is. We'll try to arrest him tonight. But..."

"We know this gang. It doesn't surprise me that they would try a stunt like this. They think they own this area. They don't like it when we are brought in. My suggestion is that you find someone to look out for you and the girls. Maybe a neighbor?"

Paulina's heart sank because after three years, Paulina barely knew any neighbor well enough to ask for help.

"I don't really know anyone well enough. I just sort of wave at them. I barely know anyone's name."

~continued on next page~

SUBTOPIC #4: CREATING A NEIGHBORHOOD WATCH (CONTINUED)

"I'm not surprised," said the officer. "This neighborhood's not what I call close. It's really a shame because a neighbor might have noticed this guy stalking your kid and called us before it got this far. Do you have friends, relatives?"

"My mother lives across town," Paulina said as she followed the officer's meaning.

"I'd keep her close a few days until this dies down."

"Okay, okay." But Paulina did more than take a temporary vacation. The next day, tired of the crime in the old neighborhood, she moved in with her mother. She also called Habitat for Humanity to start the process of applying for a home. Paulina was thrilled a month later when she was told her application for her new home was approved.

"That's great!" Her mother told an ecstatic Paulina. "But promise me one thing."

"What's that, Ma?"

"When you get into your new house, if they don't have one, you start a Neighborhood Watch."

"What's a Neighborhood Watch?"

"It's where the neighbors are trained by the police to watch for suspicious activity. I'd hate to have Eliza ruin her pretty teeth by having to bite anymore jerks."

Paulina gave a bitter laugh. "Okay. I'll call the department when we move in."

The police arrested Eliza's would be kidnapper on an even more serious crime. Apparently, he had quite the record. But Paulina didn't feel safe until she was in her new Habitat for Humanity home, which was in a neighboring town some miles away.

After moving into the new house, Paulina and the girls felt safe. Then one night, a neighbor

down the street had his car broken into and its stereo stolen. Paulina remembered how the gangs started with a group of boys stealing cars.

"That's it. I'm not going through this again," Paulina thought to herself. Even though her new neighborhood was very safe, Paulina wanted to take no chances. She immediately called the police department to set up a Watch.

The police told Paulina that at least 60 percent of her block had to go through the training in order to be considered a Neighborhood Watch.

"Don't worry," Paulina said. "I'll get at least 60 percent there."

Paulina researched the effectiveness of Neighborhood Watch programs and put the results on a flyer. She then went door to door with flyers to talk about the program and the training.

Her impassioned pleading seem to work. The following Tuesday evening, Paulina had 75 percent of her block attend the start of training. The officers talked about several suspicious behaviors, like suspicious cars circling the block; salesmen with suspicious offers bothering neighbors; the same people asking for directions; or strangers hanging around after the schools have let out for the day.

Paulina heard one neighbor whisper during the training, "I'm not worried. I have teenagers. Kidnappers are only interested in little kids." Paulina made a note to herself to make a special presentation at the end of the training.

The second training date was scheduled and all 75 percent attended and completed the training. Paulina was thrilled they were going to have a Neighborhood Watch. But just as she promised herself, at the end of the meeting, Paulina and her girls stood up and told their story about Eliza almost being kidnapped in broad daylight. She watched the neighbor with teenagers' face drop.

"Good, at least now she'll know the dangers."

Paulina then told how much it meant to her to have this Watch created. The entire group stood up and applauded Paulina and her family when it was finished.

When it was time to elect a captain, everyone knew who would be elected. But Paulina's real feeling of pride came two weeks later.

"Everyone gather around," Paulina said to the neighbors gathered outside at the end of the block. Paulina was so pleased that she knew all their names.

Then Paulina took their picture beside their first Neighborhood Watch sign as the police department put it up.

After the sign was posted and everyone went back home, Paulina and the girls stared at the sign.

Eliza turned to her mother and said, "Mom?"

"What baby?"

"I feel safe!"

Paulina put her arms around her girls and said, "Me too, baby. Me too."



REFLECTION AND DISCUSSION:

1. Have you or someone you know ever been in a situation where a Neighborhood Watch may have helped? Or a situation where a Watch did help?
2. What are some of the things that you think would help spot potential crimes before they happen?
3. Compare the story to the steps for creating a Watch. Were all the steps used in the story?

SUBTOPIC #4: CREATING A NEIGHBORHOOD WATCH (CONTINUED)

WHAT SHOULD I LOOK FOR IN A NEIGHBORHOOD WATCH?

Many neighborhoods have different needs for a watch depending on its makeup. Look at the situations below. What do you think might be signs of a problem for each type of neighborhood? Then discuss and compare your results with the answers below.

NEIGHBORHOOD TYPE	STRANGERS HANGING AROUND	SALESPERSON PESTERING	PEOPLE DRIVING SLOWLY THROUGH NEIGHBORHOOD CHECKING HOMES OUT	TEENAGERS HANGING OUT IN LARGE GROUPS
Many families with small children				
Many families with elderly people				
Many families with teenagers				
Families who have been there for a long time				
Families who move around a lot				
Other _____				

ANSWERS: All these situations (strangers hanging around, etc.) require attention no matter the neighborhood type. But according to research these situations are signs particularly for the following neighborhood types.

NEIGHBORHOOD TYPE	STRANGERS HANGING AROUND	SALESPERSON PESTERING	PEOPLE DRIVING SLOWLY CHECKING HOMES OUT	TEENAGERS HANGING OUT IN LARGE GROUPS
Many families with small children	Yes this could be a real problem for abduction.			
Many families with elderly people	Yes, these could be scam artists.	Yes, elderly may go on vacations and burglaries could occur.	Yes, teenagers could be gang members who sometimes harass elderly people.	Yes, teenagers could be gang members who are recruiting.
Many families with teenagers	Yes this could be a real problem for abduction.		Yes, these could be attempting a burglary.	
Families who have been there for a long time				Yes this could be someone stalking them.
Families who move around a lot				
Other _____				

SUBTOPIC #4: CREATING A NEIGHBORHOOD WATCH (CONTINUED)

WHAT IS YOUR NEIGHBORHOOD MAKE-UP?

Examine the characteristics of your current neighborhood. What is your neighborhood composition?

NEIGHBORHOOD TYPE	MANY FAMILIES WITH CHARACTERISTIC	SOME FAMILIES WITH CHARACTERISTIC	A FEW FAMILIES WITH CHARACTERISTIC	NO FAMILIES WITH CHARACTERISTIC
Many families with small children				
Many families with elderly people				
Many families with teenagers				
Families who have been there for a long time				
Families who move around a lot				
Other _____				

POLICE OFFICER VISIT:

If a police officer is available to visit, the following questions may be helpful to ask:

1. How easy and what are the steps to set up a Neighborhood Watch in this area?
2. What are the signs of crime I should be looking for given the composition of my neighborhood?
3. What are some tips you have for setting up and maintaining a successful Watch?



REFLECTION AND DISCUSSION:

Based on your neighborhood composition, what are signs of criminal activity that you probably should look out for?

PROBLEMS WITH NEIGHBORHOOD WATCHES:

WATCH PROBLEM	PROBLEM DESCRIPTION	POSSIBLE SOLUTION
Not enough families sign up for watch	The number of families that signed up for the training is too small to constitute a watch.	The day before the training, do a head count to see if you have enough. Call those that have signed up to help you recruit. If still not enough, reschedule training to a time where you think you'll have enough attending.
Not enough families complete the training	The number of families that actually complete the training is less than needed.	Try to have the training in one day sessions to avoid a larger number coming to the first and not completing the second session.
The families don't know what to do next	After training, families are unsure of what to look out for and what is expected of them.	Each Watch should have at least one captain. The captain should have a short meeting after training to review next steps. The captain should also remind participants every few months what they should be doing.
A crime has occurred and everyone is worried	Not every watch is 100 percent perfect all the time. When a crime occurs in a	The captain should talk to the police and then convene a meeting to discuss what happened (as much as possible) and what the police said they should look out for next time.
Key families in Watch have moved away	Watch area, it can be discouraging. The Watch Captain or very involved participants have moved away.	If a Watch Captain is moving, neighbors should and elect a new Captain. If others move, the Watch Captain should approach new neighbors for training or participation.
Neighborhood has changed and so has the type of crime to look out for.	The neighborhood, which used to include younger children, may now include teenagers, etc.	Watch Captain should contact police department to ask what things they should be looking for now in their neighborhood.

SUBTOPIC #4: CREATING A NEIGHBORHOOD WATCH (CONTINUED)

PROBLEMS WITH NEIGHBORHOOD WATCHES:

The following are typical problems with Neighborhood Watches. Along with the problem is a description of a solution. Please review before going on to the next step.

NOT ON MY WATCH: What should happen in the following situations?

Based on the Homeowner's story, how should Paulina's Watch handle the following situation.

WATCH PROBLEM	PROBLEM DESCRIPTION	POSSIBLE SOLUTION
Paulina is sick or has to move away.	Paulina is sick or had to move and no longer can be Watch Captain. What should happen?	
A burglary occurred on the block.	A burglary occurred two doors down from Paulina. How should she respond?	
Several of the original families have moved away.	Three of the original Watch families have moved in the last 18 months. How should Paulina respond?	

Please fill out the possible solution section and then discuss.

WRAPPING UP: WHERE CAN I GO FOR ADDITIONAL SUPPORT FOR WATCH?

In order to get additional support to start your Neighborhood Watch, you should perform the following steps:

1. HAVE A PRE-MEETING: Have a pre-meeting on your block to discuss the Watch.

- Find out how many neighbors are interested.
- Find out what neighbors are willing to do to participate (by being a captain, paying fees, bringing food for a meeting, babysitting during meeting, etc.)
- Contact three neighbors to help you with the pre-meeting

Neighbor #1 contact Information: _____

***Neighbor #2 contact Information:** _____

• _____

• Neighbor # 3 contact information: _____

2. CONTACT POLICE: Contact your local police department to get information on setting up a Watch for your area.

Find out if there is a minimum percentage of participants needed and training meetings.

Find out the training length and requirements.

Find out if there is a fee.

Police contact Information: _____

3. FOLLOW REST OF STEPS:

Follow the rest of the steps for starting a Watch, including:

CHECK OFF WHEN COMPLETED.

Inform Neighbors: Usually, the next step is to inform neighbors of the first meeting. It will usually be informative and held by the police department in a neighbor's home.

Gather and Train as many Neighbors as you can: The first or second meeting will usually be a training meeting to educate neighbors on what it means to be in a Watch. A certain percentage of neighbors may have to attend training meetings to establish an "official" Neighborhood Watch recognized by the police department.

Elect Watch Captains: After the training meetings, Watch Captains for the neighborhood usually are elected.

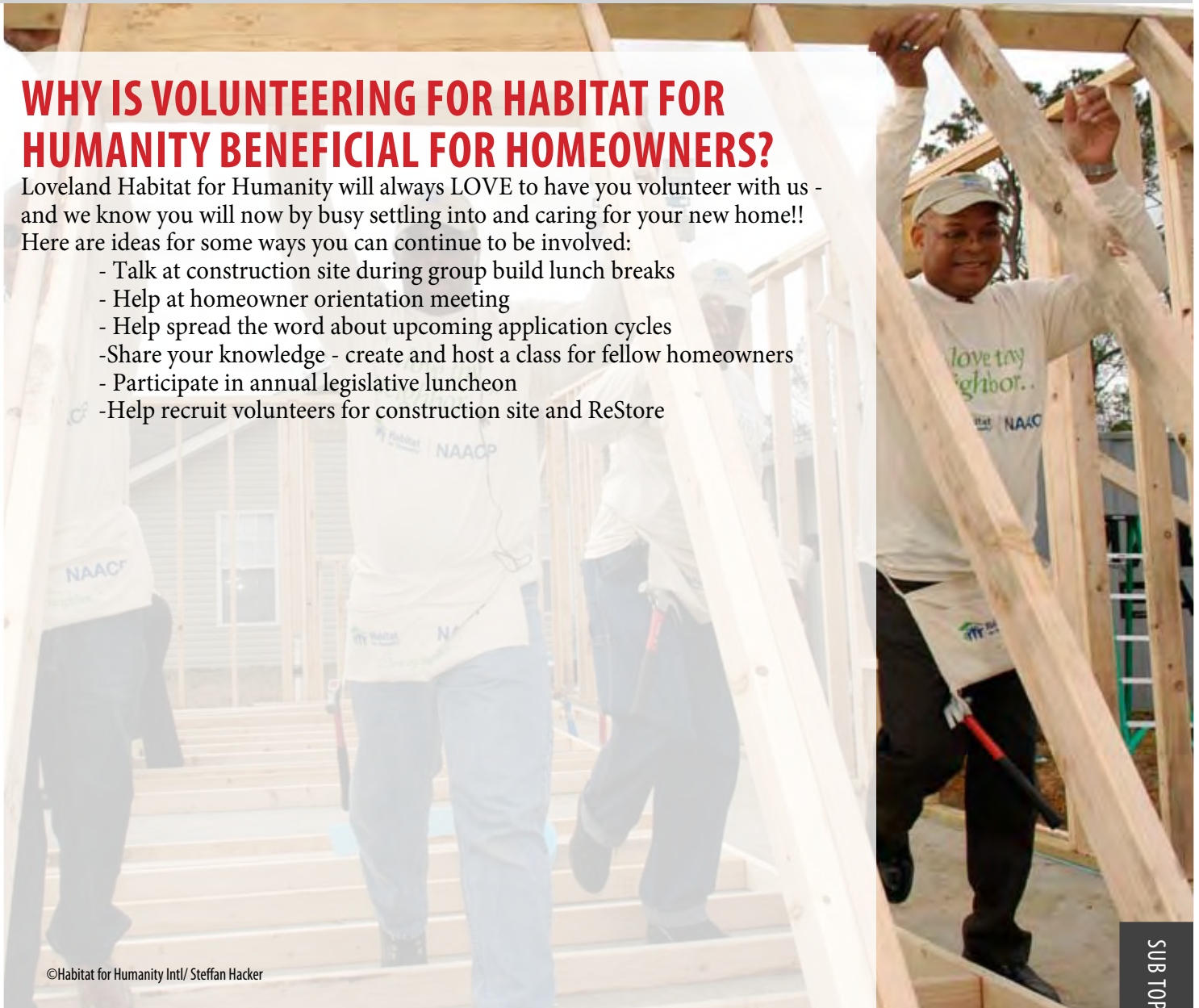
After Training, being Vigilant: After training, neighbors will be expected to watch for possible signs of criminal activity. Activities for watches vary from promoting basic communication between neighbors to creating an active neighborhood patrol. Captains should provide updates for the neighbors every few months.

Putting Up a Watch Sign: After successful completion of the training by neighbors, the local law enforcement agency will put a sign up notifying the public (and potential criminals) that the neighborhood has a Neighborhood Watch program. These signs have been shown to be deterrents for some criminal activity.

WHY IS VOLUNTEERING FOR HABITAT FOR HUMANITY BENEFICIAL FOR HOMEOWNERS?

Loveland Habitat for Humanity will always LOVE to have you volunteer with us - and we know you will now by busy settling into and caring for your new home!! Here are ideas for some ways you can continue to be involved:

- Talk at construction site during group build lunch breaks
- Help at homeowner orientation meeting
- Help spread the word about upcoming application cycles
- Share your knowledge - create and host a class for fellow homeowners
- Participate in annual legislative luncheon
- Help recruit volunteers for construction site and ReStore



©Habitat for Humanity Intl/ Steffan Hacker





WRAPUP FOR GOOD NEIGHBOR – POST TEST

Take the following post-test to determine how prepared you are now for being a good neighbor.

- 1. Do I know how to decide which volunteer role would be right for me?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 2. Do I know how to listen to someone's issues in a way that helps to clarify them?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 3. Do I have a skill that I think Habitat for Humanity could use?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 4. Do I know the best ways for resolving conflicts?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 5. Do I know what I can reasonably expect from most neighbors?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 6. Do I know the best ways to become a good listener?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 7. When I see a conflict beginning, do I know how to stop it?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 8. Do I know what Habitat for Humanity volunteer roles I would be best at?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 9. Do I know how to make friends through being a good listener?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 10. Do I know how to set up a good relationship with police and my neighborhood?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 11. Do I know how to help people come together?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 12. Do I know to get people to calm down when they are upset with me?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 13. Do I know how to recognize suspicious activity in my neighborhood?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 14. Do I usually know my best and most effective role in a group?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 15. Do I know which problems are best handled through a group problem solving?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 16. Do I know how to protect my neighborhood from suspicious activity?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 17. Do I know how to get the most important information from a conversation?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 18. Do I know how to get someone who is angry to stop and listen to me?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.
- 19. Do I know how to find out which Habitat for Humanity volunteering opportunities are available and right for me?**
 - a. Yes, definitely.
 - b. Somewhat.
 - c. A little.
 - d. No, but I think I can figure it out.
 - e. No, and I am very interested in learning.

PEOPLE I MET FROM CLASS

1. Name _____ Contact information _____

2. Name _____ Contact information _____

3. Name _____ Contact information _____

4. Name _____ Contact information _____

5. Name _____ Contact information _____

6. Name _____ Contact information _____

7. Name _____ Contact information _____

8. Name _____ Contact information _____

9. Name _____ Contact information _____

10. Name _____ Contact information _____

11. Name _____ Contact information _____

12. Name _____ Contact information _____

13. Name _____ Contact information _____

14. Name _____ Contact information _____

15. Name _____ Contact information _____

MY FEEDBACK



©Habitat for Humanity int/Ezra Millstein

IT IS IMPORTANT FOR US TO ALWAYS WORK TO IMPROVE THE CLASS. PLEASE TAKE SOME TIME TO RESPOND TO THE QUESTIONS AND LEAVE IT IN THE CLASS FOR US TO COLLECT.

1. I learned many helpful tips about how to be a good neighbor.

- a. Yes, definitely.
- b. Yes, some.
- c. Just fair amount.
- d. A little.
- e. Not really.

2. I feel that the class was good at keeping my interest.

- a. Yes, definitely.
- b. Yes, some.
- c. Just fair amount.
- d. A little.
- e. Not really.

3. I would be very interested in recommending the class to a friend.

- a. Yes, definitely.
- b. Yes, some.
- c. Just fair amount.
- d. A little.
- e. Not really.

4. I learned the right things in the right way so that I can be a good neighbor.

- a. Yes, definitely.
- b. Yes, some.
- c. Just fair amount.
- d. A little.
- e. Not really.

5. I now feel confident that my move into my new neighborhood will be a success.

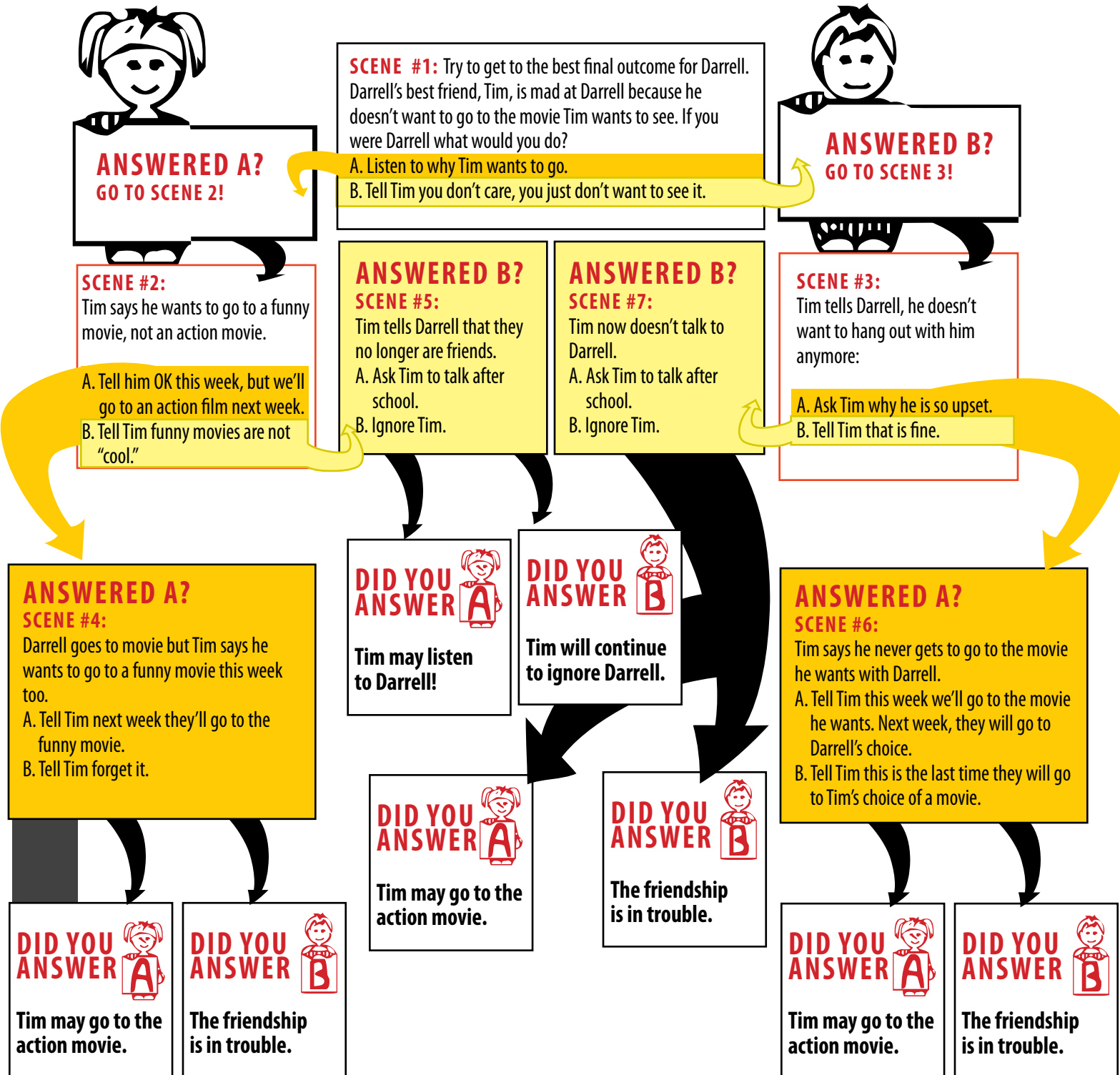
- a. Yes, definitely.
- b. Yes, some.
- c. Just fair amount.
- d. A little.
- e. Not really.

Other feedback about the class:

STUFF FOR THE KIDS

FOLLOW DARRELL'S STORY! For each choice in Darrell's story something will happen. Make the choice, then find out what will happen next – which will include another choice, and another outcome.

CONFLICT RESOLUTION





habitatcolorado.org

550 S. Wadsworth Blvd. • Suite 150 • Lakewood, CO 80226 • 303.454.8965