



## Evaluation of Parents and Adolescents Communicating Together (PACT): a conflict resolution program

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### Abstract

This study was designed to evaluate *Parents and Adolescents Communicating Together* (PACT), a program based on the skills of the *Wise Ways to Win* conflict resolution model (CRM). Mothers and adolescents participated in this program to enhance their communication skills and to develop effective conflict resolution skills. Multivariate analyses were used to examine whether mothers' and adolescents' understanding of the specific skills of the CRM improved following participation in the program. Results indicated that the program was successful in increasing mothers' and adolescents' abilities to resolve conflict with the aim of finding win-win solutions to problems. Changes in mother-adolescent conflict levels and improvements in communication skills were small, although the participants reported low levels of conflict in the mother-adolescent relationship and reasonable communication skills prior to participation in the program. The *Wise Ways to Win* conflict resolution model appears to be a theoretically sound model for teaching mothers and adolescents effective conflict resolution skills with the aim of creating win-win solutions to problems.

### Keywords

*conflict resolution, parents, parenting, adolescents, evaluation, program evaluation*

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