

May 10, 2010

Education Department:

I am writing on behalf of **Ryan Adams**. As part of a service-learning project for Intercultural Communication in November 2009, Ryan taught conflict transformation skills to first graders at Manchester Elementary School.

Developed by Education for Conflict Resolution, the “Talk It Out” program teaches elementary students how to solve problems and appreciate differences without hitting or calling others names. Ryan effectively presented the following three lessons:

- **Lesson 1** (*Calm Down*): students learn that everyone has different feelings so they can use “I Messages” to calm down and keep their “anger elevators” on the first floor.
- **Lesson #2** (*Listen to Each Other*): students practice being good listeners so that they can see the other side of an argument.
- **Lesson #3** (*Work Together*): students use their “I Messages” and listening skills to work together and share ideas.

Ryan and his group utilized age-appropriate language and interactive role plays to ensure optimum student understanding and skill development during these lessons. They were enthusiastic about students using “I-Messages” and listening skills to work together in order to resolve conflict in the classroom, on the playground, and at home.

It was a pleasure to work with Ryan during this project. Please let me know if you need further information.

Sincerely,

Mary P. Lahman, Ph.D.
Professor of Communication Studies and
Chair, Communication Studies Department