

# **Alternatives to Violence Project**

## **an experiential-based exploration of conflict**

*by Rose Allender, Facilitator*

*and*

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“Sometimes in our daily lives, we will enlarge our own strength and other people’s weakness or stereotype somebody by mistake. Through this workshop, I learnt how to understand and tolerate people with different cultural backgrounds. This also helps us to accept other people more easily. Besides knowing more friends, I also enhanced my confidence as well as my presentation and problem solving skills. In the session on communication skills, I realized that we should listen to the others with our hearts instead of our ears. Now I really want to share what knowledge and skills I have learnt in the activities with all my friends, to let them feel my pleasure and to share the memorable experience that I got from this wonderful workshop!” *AVP student participant*

### ***What is AVP?***

AVP stands for Alternatives to Violence Project. In its visible form, it is a series of experiential workshops with non-violence as the theme. The workshops are usually held over 2 days. There are three levels of workshops. The basic workshop begins to explore violence and non-violence and introduces the premise that while conflict is inevitable, we all can be, and indeed, we all have been, conduits for positive resolution of potentially violent situations. The second, or Advanced workshop, goes into more depth on some topic related to conflict – for example, fear, anger, forgiveness, stereotyping, etc. Finally, there is a workshop called Training for Facilitators (or Training for Trainers) for those people who would like to become AVP facilitators.

At its core, AVP is about self-awareness, self-transformation, and about opening ourselves up to a power which has the ability to transform a potentially violent situation into one of non-violence. It uses games and various activities as a starting point for exploring the causes and triggers of our feelings and behaviours. Through interactions with others in the workshop, we can begin to see how our actions impact on the reactions we receive from other people. We can begin to be aware of how our perceptions and expectations cloud our vision of others. We can begin to open our minds to new ways of acting in difficult situations.

## *History of AVP*

AVP has as its roots the Quaker history of commitment to peacemaking and non-violent action when faced with injustice. Quakers, or the Society of Friends, is a religious group which came into existence in the 1600's. One of their core beliefs is that we can look inside ourselves to find the truth. From the beginning, Quakers rejected violence. The University Desk Encyclopedia printed in 1977 stated that "The Quakers have exercised a moral influence disproportionate to their numbers through actually practicing what they believe, particularly pacifism. In the US they were prominent abolitionists<sup>1</sup> and have been among the pioneers of social reform."<sup>2</sup>

In 1975, in a prison in New York State, a group of convicts were involved in educating under-age offenders in an attempt to keep them out of prison. They were using a "scare" tactic which was not working and they approached a group of Quakers who were active in peace activities, asking them for help. This was the beginning of AVP. Although getting its start in prisons and in the US, AVP later spread to schools under various different names, the most noted being HIPP, and has since spread around the world with workshops open to anyone willing and interested in participating.

At the international gathering held in Kenya last year, there were over 100 people representing their various AVP organizations from more than 22 countries.



Attendees at the AVP International Gathering – Kenya 2008

AVP came to Hong Kong in 2002. Trainers came from South Africa and New Zealand to hold the first workshops. Participants were social workers from the Hong Kong Family Welfare Society (HKFWS), a charitable non-governmental organization focused on providing social services to families and individuals in Hong Kong. In

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<sup>1</sup> Abolitionists – name used to refer to people who were involved in the movement to eliminate slavery  
<sup>2</sup> The University Desk Encyclopedia. NY: E.P. Dutton, Inc., 1977. p. 834

2003, AVP HK Foundation Limited (AVP HK) was set up as a charity and held its first community workshop. Since that time both HKFWS and AVP HK have been holding workshops for various sectors of the Hong Kong community.

## *Foundations of AVP*

### **Transforming Power Circle**

AVP is non-sectarian and non-religious. Its core concepts are encapsulated in a “mandala” or transforming power circle. This circle reminds us that there is a power for non-violence which exists and which can be called forth through respect for ourselves and caring for others, expecting the best from a given situation, being willing to think before reacting, and settling for only a non-violent solution. This circle is the very core of AVP philosophy.



### **Transforming Power Guide**

To help us to see more clearly what transforming power means in our daily life, there is also a set of guidelines. These guidelines can assist us in finding peaceful solutions when faced with difficult situations. Practice in recognizing and applying these guidelines in real life situations is accomplished through role plays, experience sharing, and other exercises

## 轉化力量指引

## Transforming Power Guide

1. 尋求共通點來解決衝突  
Find something you have in common
2. 尋找別人的優點  
Reach for the good in others.
3. 半鬮前, 先聆聽  
Listen before making judgments.
4. 採取真誠的態度  
Base your position on truth
5. 隨時反省並修正自己的立場  
Be ready to change your position if it is wrong.
6. 體驗內在的能力  
A position based on truth will give you the courage to act.
7. 棄用暴力, 嘗試採用你的創意  
If you can't avoid danger, face it creatively rather than violently.
8. 使用幽默和出乎意料之外的方法  
Use surprise and humor
9. 依從自己內心感覺去選擇  
Learn to trust your inner sense of when to act and when to withdraw.
10. 為了重要的事情準備承擔  
Be willing to experience discomfort for standing up for what is important.
11. 要堅忍  
Be patient and persistent.
12. 團隊是建基於真誠、尊重及關懷  
Help build community based on honesty, respect and caring.

### Principles in Practice

Throughout the workshop, facilitators aim to model behaviour in line with the transforming power circle and the guidelines, and to build a community based on honesty, respect, and caring. This means, AVP does not accept anyone into its workshops who has been forced or coerced into attending. Only those people who have willingly agreed to attend are welcome to participate. But this is the only criterion for participation – a willingness to participate.

At the beginning of each workshop, everyone in the workshop agrees to a set of boundaries to help people feel safe and develop trust. These include such things as:

- looking for and affirming the good in ourselves and others
- no put-downs or negative criticisms of ourselves or others
- volunteer only myself – do not volunteer others
- if I do not want to share, I have the right to pass
- keep confidential what has been shared

The basic elements of any workshop are

- affirmation
- communication
- co-operation
- community
- creative conflict resolution

As part of the introduction, facilitators make it clear that in the workshop “we are all teachers and we are all learners.” Facilitators do not teach. They do not have all the answers. They are volunteers who have agreed to set the agenda and guide the participants through the exercises. Everyone in the workshop learns together from their own experiences and the experiences of the others. To further illustrate this, chairs are set in a circle. There is no head. After an exercise, facilitators will guide participants to examine and express what happened in the exercise, how they felt, why they felt that way, how what happened relates to real life, and what it tells us about conflict.



Peanut Game



Construction Exercise

Experience is an essential element of the program. We do not tell young people what it is like to be a parent, for example. We give them the experience of what it is like to be a parent. From that experience can come insight into the challenges a parent faces. Similarly, by giving a parent the chance to be a child, the parent often realizes that yes, I would act just the way my child acts if I were them. From this understanding can come a more relaxed attitude on the part of the parent toward the child. Mixing participants of different backgrounds and ages is welcomed because through the differences the overall experience can be much richer.



Angry Person Exercise

Past experiences also play an important role. Through sharing about ourselves and things we have done and things that have happened to us we become more aware of our habits, our needs, and our potential. This also illustrates another important aspect of AVP. AVP is not about changing others. It is about changing yourself. Change yourself and the world will change.

AVP blends serious work with games and laughter. Part of every workshop are the “light and livelies” – games which help to change the energy, move people around, build cooperation, and which also can provide valuable learning experiences.



Howdy, Howdy, Howdy

Practice of the skills and concepts taught is necessary to make real and lasting changes. Practical examples and applications are used during the workshops to start the process. AVP encourages people to become facilitators to continue the learning process. Each time we have to share a story with someone else or design the flow of exercises to suit the participants or to debrief an exercise to bring out the meaning we are reinforcing in ourselves the ideals embodied in the program.

AVP is more about questioning than answering. What does “respect for self” mean? Is there a right answer? In reality, there are many answers – as many answers as there are people and more, because for each individual the answer will be different depending on the context and the situation in which the

question is being asked. AVP encourages the question because the question can be the guiding principle when we are confronted by the need to make a choice. “In this situation, how can I act in such a way as to show respect for myself?” “How can I act so that I show respect for myself and also care for others?” “Am I choosing non-violence in this situation?”

## *Stories*

Stories have long been used to teach and guide. In AVP we use and share stories to build community, to inspire, to give us new ideas, to build self-awareness and self-esteem, to get help, and to support each other.

### *The story of Joan Black*

Joan Black was an emergency room nurse in a hospital in Los Angeles. What she did one day in the summer of 1993 is retold by Michael N. Nagler in the book, *Is There No Other Way? – The Search for a Nonviolent Future*<sup>3</sup>

“A distraught woman entered the hospital intending to gun down a nurse she believed was having an affair with her estranged husband. She found the woman she was looking for and shot but did not kill her. The wounded nurse lurched down to the emergency room with her assailant in pursuit. ER nurse Joan Black was on duty. She had heard the code signal that a person with a gun was loose in the hospital moments before her fellow nurse (who) was wounded, and the woman, .38 in hand, burst through the door. Black, 62, reacted with the instincts of an experienced medical person. ‘I put my arm around her and started talking to her. She kept saying that she didn’t have anything to live for, that this woman had stolen her family. I kept saying ‘You’re in pain. I’m sorry, but everyone has pain in their life...I understand and we can work it out.’... Talking steadily like this, and in the meantime pushing down the gun every time the woman tried to kill herself with it, Black finally calmed her down.”

As Nagler retells, when asked about what happened and how she was able to act the way she did, Black said

“I saw a sick person and had to take care of her.”

### *Fine Wine and Cheese*

On July 15, 2007, the following story was reported in the *South China Morning Post*<sup>4</sup>

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<sup>3</sup> Nagler, Michael N. *Is There No Other Way? The Search for a Nonviolent Future*. Berkeley, Ca: Berkeley Hills Books, 2002. p. 54-55

<sup>4</sup> The Guardian in Washington, “Hugs all round as gunman settles for fine wine and cheese.” *South China Morning Post* 15 July 2007

Close friends were having a party in a backyard garden at a home in Washington, D.C. Without anyone noticing, a hooded robber entered the garden. Holding a gun to the head of a teenage girl he demanded that everyone hand over their money. He threatened to start shooting if they did not. Of course, the guests were terrified and tried to calm the robber. After some moments, one guest offered the robber a sip of the wine they were drinking.

“He tasted the wine, and said, ‘Damn, that’s really good wine’,’ Mr. Rabdau said. The guests offered him a glass and then the entire bottle.

The would-be robber helped himself to a piece of Camembert.

He put the gun away, and told the guests: ‘I think I must have come to the wrong house’. He told them he was sorry and asked for a hug. Each of the guests gave him a squeeze. The robber then asked for a group hug, and the party guests formed a circle to embrace him.

After that the robber poured himself a glass of wine and let himself out.”



Crocodile & Frogs

In the end, “nothing had been stolen, and nobody had been hurt.”

These stories provide a powerful illustration of transforming power in action. More ordinary and less dramatic stories also provide strong images of everyday people with the courage to try something different when confronted by a conflict.

- a workshop participant who describes how she raised her hand to strike her child but stopped in mid-air because she remembered what we had done in the workshop. She chose talking instead of hitting.
- a former social worker and AVP facilitator who said that after the workshop she found herself speaking in a quieter voice when feeling angry with the kids
- a story shared by another social worker and AVP facilitator  
“the word ‘alternatives’ has great meaning for me. I found that I felt braver when handling differences. This impact is still with me. In the place I am now working (hospital setting) my two bosses expressed very different views on how to do the project which I am coordinating. I was stuck in between them (one said do it, the other said stop). I ended up writing an email to both of them individually to explain my difficulties. I stated frankly that this was their issue and they would

have to sort it out amongst themselves. I felt good about myself and empowered after writing this because I chose to not become embroiled in their conflict. This is called respect for yourself and respect for others. The circle for transforming power is divided in half, meaning both halves are important. Before, I felt obliged to follow my boss's demands but now I can step out and express more of myself and still feel good.”

### ***Experience Sharing***

No two participants experience the workshop in the same way. Some people may join and feel bored and take away nothing. Others will join and take away one meaningful lesson. Still others will join and find many new life-changing ideas and a drive to learn more. We do not try to force any learning. Our aim is to provide an environment where it is possible to learn. One favorite saying is “Trust the process.” What each individual learns is dependent on the individual’s needs and willingness to see and learn. We trust that something good will come out of the workshop even though we might not know in advance what the good might be. We trust it because we work hard to create and maintain a safe and trusting environment where people can open themselves up to others. This environment will affect different people in different ways.

AVP is experiencing and sharing. Through the experiences being shared below we can gain a fuller understanding of the essence and impact of AVP on people’s lives.

#### *Comments from a former social worker and AVP facilitator*

One of the AVP HK facilitators worked as a social worker in Hong Kong for many years. Upon retirement, she became quite involved with AVP. After some time doing workshops she decided to de-register as a social worker.

#### Conflict

“Before I joined AVP I still played the role of a social worker. I had just retired and at that time I thought that because I am a social worker, I will not have conflict with people. But finally, I realized that I was wrong. There are so many values and so many interactions with others. These bring out the issue that people will have conflict with each other because we are not the same. Through leading the workshop I discovered that I have a lot of conflict with others and with myself. I thought that the conflict was with other people but if you look deeper you will see that the conflict is with you, it is not with the others.”

#### Acceptance

“I should accept the conflict in myself before I let it go, accept the weakness, accept the stubbornness because people will naturally have

different viewpoints. We get stuck on our viewpoints and don't want to let them change. If I let them change I don't feel safe."

"Most of the time we will think that we accept [the differences we have with people] but we do not. When we do not accept, we will have conflict. Before I joined AVP I already had that value in my mind [that everyone is different]. You know it but you cannot do it. I know that everyone is not the same, the people are different, but sometimes when you have some difference with me, we will have some argument about it and I will feel unhappy. It means that I cannot accept the difference. "

"Every time when I finish the workshop my temper / my emotions become more stable. I think because during the process we are accepted by the others. No matter what kind of thing you do, what things you say, nobody will judge you. In the group no one will judge you and say - you can't do it like that, you can't say it like that , I have this disagreement with you. We won't do it that way. We just share the viewpoint we have, what is inside our mind. So because there is so much acceptance during the process, it will make you feel really good and when people feel accepted by others their emotions will become very stable. Many other people have also mentioned that they feel more calm, more stable after the workshops. During the workshop you know how to appreciate yourself and when you express yourself everyone will listen. And when everyone listens it means you are accepted by the others."

### Equality and Responsibility

"In the workshop we facilitators lead the exercise. At the beginning I had the feeling that I was the one responsible for the exercise. I had to do it perfectly, bring out the meaning, etc. But when you do more you realize that you are not the only one responsible for it – all the participants, everyone in the group, is responsible. When we all say something, share something, we learn from each other. Before that, I still played a kind of role of being responsible but later on I realized that I am not the main person - I introduce the exercise but if we want to bring out the meaning in the group we all need to share with each other. If no one wants to share, we learn nothing."

"The people when they approach a social worker probably don't have their own idea of what to do. They just ask for advice. Probably, as a social worker, you will give them advice or suggestions because they don't have a direction already. And if we do that for a long time and then work with other people we will direct the others and always give advice. That will affect the relationship with other people – [you develop] a kind of controlling behaviour because the job will make you do it like that – give advice, suggestions, say 'do it like this', 'like that'. I now understand why I have that temptation of directing people because the job is affecting me."

## Teamwork

“A team is really good because if we really function well we will share different viewpoints and then we can learn more from the team members.”

“As a social worker I worked in a hierarchy but in AVP we should not have that sort of structure. In AVP we should work in a team. You are not allowed to work alone. It is very different. As a social worker you should work very independently.”

“A team structure will result in a lot of conflict. Before I used to work alone – for example, I managed the case. I was in charge. I might have reported to my officer-in-charge how the case was developing, what was going on, something like that. Maybe I was asked some questions about the case, but I was responsible for it myself, nobody needed to work with me. But in AVP, you need to change. You do not work alone. You should work with the team, and everything should be shared with the team, you should ask everything, share everything. You cannot make the decision alone. The benefit is that if we can share the responsibility, we can release the burden.”

### *Comments from a social worker and AVP facilitator*

Trained in 2002 as part of the first AVP workshops to be held in Hong Kong, this social worker and AVP facilitator worked tirelessly to promote the use of AVP in her agency. She continues to practice social work in her new location outside of Hong Kong.

On a personal level, what she found useful:

- Stories – “stories are powerful, simple and easy to remember ( concept + application together)”
- Equality – “the ‘we are all teachers and all students’ concept is very equal”
- Feedback – “feedback sessions, I learned so much about how to receive feedback and to encourage people to give feedback in a safe environment. That is something very valuable.”

Reasons for introducing AVP to her agency:

- [I] “realized conflict is inevitable and there is no program as comprehensive as this one”
- “every new behaviour needs practice and having volunteers go on to become facilitators reinforces the things they learned. I am interested in not just a talk but something that has a more lasting effect”
- “developmental in nature - just like preventive work is always better than remedial, thus worth investing in”
- “colleagues build synergy co-working”
- “format is fun with games and support”
- “agency can benefit having built up a group of volunteers to spread peace work. This is a good pool of resources”
- “I can see my colleagues also benefited and had personal growth after attending AVP”

*Comments from a social worker and AVP facilitator*

Trained in AVP in 2002, this social worker has worked with HKFWS and the AVP program since its inception there.

**Benefits on a Personal Level**

“Every time I do AVP I have to think about my life and how I have applied the skills in my life. It does really help me think about ways to get along with my family members and sometimes I can find that I do use some of the skills when I work with my family. So I think it provides a direction for me to learn how to get along with other people and really apply the skills. Although I may have learned them in social work already, but sometimes the two are separate. For example, although I had already learned I messages and the attitude needed to get along with other people, when it came to my personal life I would resort to behaving in the way I learned when I was young. So this program really helps me to reflect and apply the skills.”

**Benefits in the Workplace**

“from my experience with cases facing a lot of conflict either with family members or colleagues or friends, after I joined AVP I found that some of the techniques were similar to what we talked about with our clients. But the way AVP does it is more dynamic and quite practical and really creates a community. It really strengthens what they’ve learned and can really help them actualize the values taught in the program. This is not easy to deliver through casework so I think this program can join hands with other methods to deliver quite a holistic way for our clients to internalize and get practice and feedback with other people who share the same understanding. They can share what they are facing in their real life.”

**Benefits to the Community**

“I think one of the elements which comes to mind is that AVP promotes the idea that everyone is a teacher and everyone is a student – we learn from each other. That is quite an important part because in the social work setting, people come to us usually asking for advice or thinking that we are going to help them. But in fact, everybody has their own strengths and has their own way. ... We seldom express to our clients that ‘you can teach us something’ or ‘we are all students and teachers.’ And so I think that this concept can help because in AVP we can change the mindset of people. They will know that they have some kind of power or strength within themselves. And really they can learn from each other and not just depend on some kind of professional.”



Elephants & Palm Trees

### *Comments from a social worker*

This social worker is employed by HKFWS and refers people to the AVP workshops. She shares her experience referring the program to others.

#### Achievement and Self-Confidence

“as a referrer, I like this workshop because it only takes two days to complete and it is quite easy to make referrals. And the different levels, basic, advanced, and training for trainers, can give the participants a sense of growth and development and progress. In the end they can even become a trainer themselves. It may give them a sense of achievement and build their self confidence.”

#### Conflict Resolution Skills

“I have a good client who also joined the basic and the advanced and she felt happy about the program. I can see her progress. She learned more about how to solve conflicts with her family members. I think that the program helped her a lot.”

#### Community-Building

“And sometimes they make friends in the workshop and they can enlarge their social circle and they share quite in-depth during the workshop.”

#### People as People, not Labels

“And also, there is less of a labeling effect with this program. The program is for the general public and they are not being stigmatized as being problematic. They can just join the group. Actually, sometimes people will not join a particular program because of the labeling effect. Sometimes we have to rename the program to reduce the labeling effect. AVP is a good name in Chinese - building peace, granting peace, nourishing peace, planting peace. – helping peace to grow.”<sup>5</sup>

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<sup>5</sup> HKFWS and AVP HK Foundation Ltd each have their own Chinese translation for the name AVP. The HKFWS name is 栽種和平. The AVP HK name is 愛和平

### *Comments from a social worker and AVP facilitator*

A social worker and AVP facilitator and coordinator currently working for HKFWS.

#### Better Relationships

“We workers benefit from the program. Each time we carry out the program we will refresh our memory and for a period of time our relationships with other people will be better.”

#### Understanding amidst Diversity

“As social workers, often our programs are set at some target group but in AVP we don't have that specific criteria. In the workshops the mixture of people is quite different because the people come to our group from many different places and for many different reasons. They all enjoy and find it beneficial to them. I think it is very strange and a miracle. It is quite different from what we are practicing in our daily work. Because most of the time we have very specific criteria for participation. We believe that the homogeneity of the participants will make the program work more effectively. But in AVP the mixture can be quite diverse and very effective.”

#### Benefits for Everyone

“I think the program is for all. I think it is very important and everyone can benefit from it if you really want to join. I am quite sure.”



AVP Workshop Graduation Photo

### ***Conclusion***

There is a gentleman, a relative of mine, who is over 80 years old and who now lives alone. His wife died a few years ago. His eldest daughter lives near him and looks after him. As would be expected, this gentleman does not keep his house as clean as

his daughter would like. And he often objects and refuses when she tries to make things cleaner. The following happened one time when I was visiting them.

Everyone was going out except me. The daughter had expressed her frustration about the dirty floor mat in the bathroom she wanted to wash. She had been unable to convince her father to wash it. Since they were all going out and I was staying home, she asked me to wash it while they were gone so it would be finished before they got back.

As soon as they left I went into the bathroom, took the floor mat and put it into the washing machine. When the washing was done, I took the mat outside and hung it on the line to dry. The sun was shining brightly so I was confident it wouldn't take long to dry. I would be able to put it back in its place and no one would be the wiser.

I had no idea how long they would be gone but I figured it would be a couple of hours. After about one hour, I went outside to see how the floor mat was doing. Not very dry. I turned it around and moved it to get more sun.

Fifteen minutes later I was outside again checking the mat. Oh. Still not very dry. I turned it again.

Another fifteen minutes and it was a bit drier but definitely not dry. Oh dear. What am I going to do? By this time I am beginning to panic and my mind was jumping here and there looking for some miracle idea on how to get this floor mat dry.

Now I am going outside every five minutes checking on the mat. My emotions were in turmoil. And then abruptly I stopped. "What are you doing? What ARE you doing?" I yelled at myself. "You are not only making yourself feel bad, but would also be making your relative unhappy, angry, and feeling abused should he come back and find out!"

At that moment I vowed not to do such a thing again. Luckily for me the floor mat did get dry and was back in its place before the others got back. But in the process, I had learned a valuable lesson.

We think we know what is best and we go ahead and do it no matter how many protests are made or how many people we hurt in the process. But when we hold something like respect as a question in our minds, we will suddenly wake up and realize what we are doing.

That is what AVP does. It wakes us up.

Doing AVP is not without its challenges. Many of us feel, and you might also think, that AVP brings conflict into your life - more conflict. It seems that way. It definitely seems that way. But it isn't true. AVP wakes us up to the conflict that was always there. It brings awareness of just how much conflict there is around us and inside us. By focusing on the guidelines and the principles, AVP helps us to accept the conflict

and look at it as a positive thing instead of a negative one. It can help us find ways to use the conflict in positive ways so as to build more respectful and more trusting relationships with others. It requires courage and a willingness to accept responsibility for ourselves, but if we are willing to look and see the truth, more harmony, justice, and peace can be the rewards.

“Peace is not appealing to everybody, not appealing to every social worker. Maybe they really are concerned about human relationships, about human beings but peace is maybe just a part of it for them, like it is a part of our training in our social work professions. So I guess, passion is the key point . They must have a passion for peace. To run AVP and drive this movement takes a lot of energy and the motive needs to be strong before you can push this in the community and encourage people to be facilitators. This is not just owned by the ones who deliver it. We want to convey the message to everybody and that takes a lot of strength. But if you have that passion then you may do a lot of things.” *Social Worker and AVP Facilitator*

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AVP International  
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## *Appendix*

The following pages are extracted from an AVP report on the satisfaction expressed by participants in a 5-day HIPP workshop held in Hong Kong in January 2008. Participants were students from the Social Studies Departments of Baptist University in Hong Kong and Zhongshan University on the mainland. HIPP is the youth extension of AVP. The 5-day program combined the basic, advanced, and trainer for facilitator workshops into one week-long workshop.

The section headed Appendix 2 are responses to open-ended questions on an evaluation form given to each participant to complete at the end of the workshop.

The section headed Appendix 3 are responses to an evaluation exercise carried out during the workshop. This exercise is called “Little Guy Evaluation.” Each participant is given three sheets of paper of different colors. On one they should write one thought they have had during the workshop. On another they write one feeling they have had during the workshop. On the third one they write one skill or “tool” they have learned or enjoyed practicing in the workshop.

Appendix 2

Question #1

**“What did you enjoy most about this HIPP workshop and why?”**

- The experiential learning really works for me, it consolidates my skill that I have learnt previously.
- I like the friendly and relaxed atmosphere; it is a suitable atmosphere for us to learn, share and experience.
- The instructors are so nice, encouraging and knowledgeable. Experiential learning is an effective way to learn and for long-term memory. I learnt a lot of skills from them.
- The workshop is very interesting and interactive. I enjoy a lot because the organizers are very nice and get everyone involved. The workshop is too great!!! I appreciate and enjoy everything!
- The facilitating skills, observed in the workshop. Like questioning skills and creating a supportive atmosphere.
- I appreciate the goal of this workshop very much. Because promoting peace is very very important and valuable. Besides I love games and activities provided in this workshop.
- As a whole, I do enjoy this workshop., especially in teaching the skills as a facilitator. I can know more about it and the activities provided impress me a lot.
- I could share everyone's thoughts and experience during this workshop. I feel excited and happy to know more friends.
- I like the games played and the part how to write an agenda. The effort of all the facilitators and Geg is highly appreciated. Besides, I enjoyed watching others' performance.
- I like the atmosphere & the sharing & facilitators. It doesn't bring pressure. I feel so good and peaceful in this workshop. The facilitators are so helpful. I think we can learn from experience.
- Use of experiential learning in a really good way, experience much and inspire a lot.
- The hard work of our facilitators. They spent a lot of time to organize and design this programme.
- The games were very creative and positive.
- The people in charge were very nice. This was unlike most workshops where participants are often being pushed to talk. As a result I found it easier to express myself.
- I really enjoyed the role-playing game. By playing different roles I could get to understand different points of view, and find ways to avoid conflicts.
- I enjoyed the workshop because it encouraged participation. Through participation and comparison I could get a deeper understanding of what the workshop taught.

Question #2

**“What did you enjoy least about this HIPP workshop and why?”**

- Maybe the language.
- Hard to find!
- Nothing
- I enjoy everything!!! But I think it would be better if we can take a longer break!  
Haha!

- Those listening, communication that we learnt before the workshop so it was a bit repetitive to social work students.
- I think, if we can know the schedules and themes before each presentation, we can know better.
- The content that about solving conflict. Maybe more skills can be taught to us.
- Only the first night of the workshop have too long small group discussion time after dinner.
- As we are social work students, some of the skills learnt in the workshop have already been taught in our lectures. Therefore, skills like listening skills may be overlapped.
- If there is more time for me to have a break. But it is still okay!
- More knowledge about conflict resolutions would be better, deepen the knowledge, & explore a lot more would be preferred, as things in the workshop are mostly covered by my social work programme.
- More time could be spent on discussing the meanings of games to deepen the impact.
- At first it was awkward to be among unfamiliar faces, but it got better.
- I enjoyed every part and cannot choose one I enjoyed least, except that I felt sleepy after lunch.

Question #3

**“Please write down one thing that you have learnt during this workshop that you will use in your study, work and home life?”**

- I-Messages, perception, get the person into experience.
- Agenda.
- I learn how to see one thing in different perspective, it is useful for me to solve problem in my studying and family.
- I-Message is very useful in expressing feeling and emotion in a healthy way which can avoid conflict.
- I-Message.
- I will use the elements I learnt in this workshop in my further placement!!! Also, I would try to solve conflicts by what I've learnt in my work and home life.
- Listen and observe more before judgement.
- I learnt how to cooperate with others, I'll apply it to my work and family life.
- Use more “I-Messages” to express ourselves.
- Problem solving will be most useful skills.
- Listening skills, many activities I can use in my work and home life. They give me a lot of thoughts, thank you!
- “I-Messages”.
- Smile more and the laughing exercise. Try to solve conflict with others in a more peaceful way.
- Soething looks like simple, doesn't mean it is less important. Maybe it is very meaningful! Enjoy and try things you like.
- “I-Messages” an effective way to communicate.
- “I-Sentence”.
- More communications with friends about my feelings and worries.
- One activity – “Face to Face” - on the first day gave me a very power impact. By interacting with the people around me I saw how we were different from each other, and how to appreciate my own talents and uniqueness. This is very useful in real life.

- There is often no absolute right or wrong. We have to be a good listener to know how to solve conflicts.
- When we had to choose pictures and make decisions collectively, I realized that it isn't easy to make others agree with me, and then I had to explain to them and tell them about my feelings.
- All facilitators and participants were very positive and encouraging. If this is applied to everyday life, it helps to ease tense situations.
- I learned a lot. The game "Peanuts" made me reflect on my acts and realise the uniqueness of the people around me. Moreover, we should try to consider the special needs others may have.
- "I Message". It helped you to express your feelings.
- I realized the important of some humour and a smile. I can use "Laugh Yoga" in real life, while leadership skills and agenda structure are useful for studies.

Question #4

**"Is there anything you would like to say to the facilitators?"**

- Thanks for being here for all of us in these 6 days. I've learnt so much from all of you. And I enjoy the time very much.
- There are so many things I want to say. You are great. You done a very good job.
- They all show passion in the workshop, it makes us feel passion too. I appreciate that they spend more time than us to prepare many things for us. You all arrange the workshop in a proper way.
- Thx and love you all. Thx for prepare so much for us and to what is good for us. I have experienced a lot in this workshop. Thx. Miss you all so much. If there is a chance, I want to meet all of you again.
- Kathryn: Thank for your encouraging smile which give me confidence. Geg: I can feel your passion about the HIPP workshop, please keep it burn and do your part for the world.
- Thank you for your hard work. I have learnt a lot, and I would like you let us to spend more time to reflect and share our reflection in the group.
- Thank you very much for your hard work!
- I love you all! Love you, Love You! All you guys are too too too nice and funny. I feel comfortable but also inspiring from all of you! You have taught me a lot! Thank you!
- Thank you for your devotion and effort paid in the workshop. I can feel it! I want to learn from you more for the skills.
- Thank you for what you have done for us. Through this workshop, I experience so much. Besides, I had chances to play roles, and received praises from others. This made me more confident. In fact, I never played roles opposite to my character. I enjoy this process.
- Thank you! Really really thank you coz all of you pay an important role on the camp and make us enjoy the HIPP so much
- You all bring lots of insight to me, esp. Kathryn. You teach me how to interpret things in a more diverse way. Thank you!
- They are creative and have professional facilitators' skills, some have them contribute their efforts when being the major facilitator.
- Thank you so much!!! You did a very great job for us. Happy everyday for all of you!
- You are so considerate & sweet! We learned a lot from you! Thank you very much!
- Thanks all the facilitators very much. I guess you prepare the stuff for the workshop well before the camp. However, you have to change many planned stuff according

to our responses. I highly appreciate that the workshop works according to our needs as you always ask what we wanted to learn beforehand.

- To all: Thx so much for caring, teaching, sharing and playing with us. I really enjoy this camp very much! You did the work successfully.
- Thanks for your great job. Very good, keep on moving. Thank you. Thanks all of you for your hard working. We really have a great time.
- Thanks for the guidance. It was great.
- You are all very nice. Keep up the good work. You are already on the path of becoming a successful social worker.
- Thanks to all the facilitators for their help.
- Thank you for teaching me to be thankful. I'm really grateful to have taken part in this event organised by you all. I really enjoyed it, and I had learned a lot. Thank you.
- A big thanks to the facilitators for their support, and for encouraging us to participate. However, facilitators could be more tactful when running a game. Especially when the participants are formulating and expressing their own thoughts, they were usually able to express what they thought, so the facilitators actually didn't need to give too many hints.

Question #5.

**"If a friend asked you what this workshop was about, what will you tell him?"**

- Visit the website, attending the workshops.
- Funny, Meaningful, Great, can learn many thing.
- We experience how to solve conflict through sharing, game and interactive activity!
- It will be a wonderful workshop I can learn and experience more knowledge in this workshop about how to solve conflict.
- This is an experiencing learning which can not be told. I would encourage him/her to join to have his/her experience.
- Great! And you should try to experience i.e. by yourself.
- This is helpful & inspires me a lot more than I can say. I would rather act on it.
- I will tell him/her as much information as possible. And I consider training then when we gather, because I think it will be helpful to them and I'm willing to do that.
- I may difficult to tell the details. It's kind of project of conflict resolution. IAnd I may invite them to join the workshop instead.
- If he want to learn some skills being a facilitator, he should join this camp.
- It's wonderful and can stimulate ourselves to think and learn all skills in the workshop.
- I very enjoy it. I'll join it if it has next time.
- I will surely tell my friends or even teacher for what I've learnt in this training camp. I will share the special games played and skills like I-Message to them!
- I will tell them the camp is interesting and also very meaningful. I will encourage them to join.
- It's a great chance to experience, to learn and to have fun.
- It's wonderful and helpful, you better join AVP yourself!
- This is a good workshop that is worth joining.
- It's worth attending. You learn a lot in a relaxed environment.
- I will them my friend that this is a very interesting, useful and impactful workshop. It'd be a shameful if my friend misses it.
- In this workshop, you can learn things that are fundamental yet useful, and things like how to be a good facilitator, and how to develop a good agenda.

- This is a very meaningful and relaxing workshop.
- I will tell my friends who are interested: "This AVP workshop helps you discover your true self and reflect on how you interact with people. Through experience you reflect on your relationships with yourself, other people and the world, and how to deal with them."
- It is a workshop that focuses on dealing with conflicts and facilitating communication. There are many activities and it encourages you to reflect and grow. I'm really glad I participated in this workshop as I had learned a lot.
- This is a good workshop. Please join if you have free time.

Question #6

**"Would you join a HIPP Club in your school if there was one?"**

- If possible.
- Yes, I would.
- Yes, I will. I would like to share this interesting workshop with my schoolmates! I think that university student need this workshop because they face many conflict during study and being a committee of some society!
- Yes, I want to join this and learn more.
- Yes, I probably will if I have time.
- I would like to.
- Yes!!
- Sure!
- Maybe but I'm going to leave school very soon. When I'm not too busy I'm willing to do so.
- Sure! And I would like to help if time available.
- Yes. Absolutely.
- Yes, I will when I am free.
- Yes, I will.
- I will certainly join this club if there is one. In fact, I would like to be the facilitator also.
- Yes, I will. Every time may have different experience and also feeling. Enjoy more.
- Not very properly as I got not much time left before my graduation.
- Of course.
- Yes, I will. But I prefer events that are conducted in Chinese.
- Yes, if I have time.
- Yes.
- Yes, if I am free.
- Yes. I think I would also like to be a AVP volunteer.
- Yes. I would like to be a helper, and I would also like to participate in other workshops.
- Yes, if I have time.

Appendix 3

The “Little Guy Evaluation” Post –It Notes

Heart (feelings)

I feel comfortable and relax in this kind of environment. The trainers are encouraging and nice. I am happy to be with you all.	The coordinator is nice to us – thks. Thx for caring for us. I feel that they do the best for us and help us to experience more.
Peaceful. Games are interesting & funny	Fruitful, unexpectable, smile and laugh more
Motivated to move forward in the future	Happy
In fact, I feel a little bit tired, but I also feel happy to attend the meeting, as I can learn some skills. Thx	Fulfilling
Comfortable not boring. Reflective. Thinking a lot.	It is very nice to feel cared for.
Enjoyable, fruitful, happy	Happy
Happy, relax, comfortable sometimes tired and feel boring, sometimes exciting and surprising	I enjoyed these two days’ activities; taught me a lot.
Relax, fun, tired, can open my heart to share with other people	Exhausting
Relax, happy	Exciting, It’s very good
Warm, happy, meaningful	Relaxing
Consolidate what I’ve learnt before, and put that into experiences. Relaxing	It was an elating experience to share, learn and play with so many people.
I feel happy and unforgettable. Many things give me a deep impression. A little tired. This place is beautiful.	Known many friends and done some meaningful activities
Relax, meaningful, happy	Exhausting
Happy, satisfied, wonderful, excited, fruitful, fun, meaningful	Happy; got in touch with many students and facilitators and learned about their passion and feelings
Joyful, peaceful, meaningful, relaxing, having fun, learn a lot, satisfactory	Games are exciting and interesting as well as thought-provoking.
Happy, enjoyable, excited, sharing, a little tired, new experience	Learn in a relaxing environment Enjoyed a wide variety of activities with people from different walks of life.

Thinking (thoughts)

Conflict should be solved actively. Listening is more important than talking. Some values should be taken seriously when we are facing conflict, such as respect, love, considerate, changing position of thinking.	I know some thing more about conflict and how to change our positions to understand others,,,that's good
I think conflicts can be resolved, but not only avoided. 'Active' is the key to learn. Sharing is also a mean to learn	I have known more about cooperate and I know that everyone in the world is different. We must respect each other. Keep thinking some of the activities I have experienced and further reflection.
Individual differences have to be celebrated. I want a just society	Made friends with other students and learned about their backgrounds.
I learn much more about the other cultures. And learn much more from others' experiences, which give me more inspiration	Before, I thought the way to deal with conflict is to make one party compromise. Now I understand that a solution can be found through discussion and communication.
I've learnt to make laugh, just laugh. This camp give me surprise to know something. Learn some skills in social work	All facilitators and participants were very active in expressing themselves. The ideas we shared were very good for self-reflection.
Should make good use of every chance to speak/communicate with others	Learned about the cause of conflicts, and how to avoid conflicts.
Inspired, confident to face conflicts	Reflect on my life
All people are very nice here, so I share my stories and opinion openly. My anxiety of conflict become lower. I believe that conflict can be solved now!	I'm not sure if I can utilise what I learned, but I know that these knowledge are important for me and others now an din the future.
The World is unfair, conflicts are always existed, I hope I can handle, not all, but some of the conflicts after the workshop	I knew nothing about the AVP before I joined. This workshop taught me a lot, broadened my horizons and made me reflect on myself an my life.
Learnt facilitation skills. Widen our thinking, increase our analytical power. Share other's idea and learn from others. Get deeper thought.	

Thinking (thoughts)	It's a very good platform for Hong Kong and Mainland students to learn and grow together. Cultural difference
Positive thinking is powerful People share more commons than differences. Keep learning is important, even as easy as smiling, talking and listening. Open mind is important.	
I'm happy because I learned lots and made many new friends. I also gained more understanding of myself.	

Skills (tools)	
Message is very good. How to use the listening to others and speaking skills. How to express anger? Ways to the conflict.	Non-violence, conflict solving skills. Laugh in whatever circumstances
Cooperation , inter-personal	How to laugh, how to relax myself eg games. "I-Messages" to help for me to express myself. Listening skills, catching the koosh!!!
Some useful play games and skills for social work. Drawing pictures freely. Laugh yoga.	"I-Messages" very useful to express my feeling. Listening skills > learn how to walk with others
"I-sentences" Use the koosh express myself. Skills to solve conflicts	To be a leader.....
I'm thinking	Use magic words to solve the conflict. The "I-Messages" skills. Express myself in the right way and right time.
"I-Messages". Others and I feel more comfortable & easy. "Different perceptions"	Try to see other people's point of view. More understanding, less conflicts.
Change my position to see others needs. Care others. Use "I" messages. Use more PTH and English. Laughing	Leaders do not need to guide every step the team members take, they can just let the team find its own course through experience. L2L was very good.
I think I can try to teach more people to learn basic skills to communicate	Organise, Sharing, Communication
"I-Messages" very useful and I get it!! Transforming power guides is useful too! I will try to remember it and use it!	Expressing feelings and communication. Self-reflection
"I-Messages" Taking=giving	Transference, Co-operation, Communication skills, Listen
Listening skills. Skills that can be used in a conflict. "I-messages", experiencing>words	A different approach leads to different result.

Skills (tools)

Communication skills solve conflict. Stress Management i.e. Laughter yoga. Time management. Presentation Skills, cooperation skills and planning	To look at our world from different angles.
Active listening. Improve English, speaking skills, sharing and I-Messages	How to change the plan when situation alters.
Listening skills. Focus the problem on the right time. Express my ideas in time.	The skills involved were basics, the pace was fast. I hope we could spend more time on skills for the remaining time.