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Why SAPS callouts to family violence are 50% down in Refengkgotso

***An evaluation of the impact of BCF's Win-Win Parenting Skills Training Programme 16 – 23 months
after parents attended the Programme in Refengkgotso, Deneysville***

**Prepared for
by Alan J Whitaker
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11 January 2017

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Trustees: Prof Ndivhudzannyi Sylvester Mpandeli (chairperson), Dr Fannie Sebolela (Advisor), Dr Rolf Becker (Advisor), Mara de Villiers, Alan J Whitaker (CEO)

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1. Introduction

As part of its programme to improve life chances of people and the cohesion of communities living near its plant in Sasolburg South Africa, Sasol Ltd commissioned the Billion Child Foundation (BCF) to train pastors of 113 churches in nearby townships to present its highly-acclaimed Win-Win Parenting Skills Training Programme (WWP) to parents in their congregations.

Parent training was conducted between October 2014 and May 2015.

In November 2015 Pastor Thando Nkosi, who had provided the venue at which training of pastors and congregants was conducted and assisted in the recruitment of pastors to attend the programme in the Deneysville district, reported that he had been contacted by the district police commander who had asked him for details about the content of the Win-Win Parenting Skills Training Programme. When Pastor Nkosi asked the Commander why he was enquiring he was told that **callouts by SAPS to incidents of family violence were 50% down on the previous year.**

BCF initiated this survey of 299 families in Refengkgotso to establish the extent of uptake and implementation of WWP by parents and impacts it had had on family life in the Township.

Fieldwork for this report was conducted in September 2016.

Refengkgotso is a township outside Deneysville with an estimated population of 19 500 and over 60% adult unemployment. It is beset by the normal adverse social behaviours of a township with high unemployment and little hope.

2. Objectives of the Win-Win Parenting Skills Programme

- 2.1 To provide parents with the practical skills, cutting edge guidelines, best practices and the knowledge they need to:
 - Guide their son/daughter on his/her journey to become a responsible well-balanced adult
 - Create family harmony
 - Enjoy being a parents
 - Raise their children to become dignified, worthy and emotionally mature adults
 - Teach their children to develop self-discipline, to foster responsibility and develop emotional intelligence.
- 2.2 Provide them with a process whereby they can consider the link between their own life story and the type of parenting that they are able to offer their children in such a way that the life of every member of their family is enriched.
- 2.3 Enable them to understand what their child is currently able to achieve so that their expectations are age-appropriate.
- 2.4 Teach them to understand what their child is currently able to achieve so that their expectations are age-appropriate.
- 2.5 Teach them about the transformation they need to make to become an intentional parent'.
- 2.6 Empower them to decide not only how they want to parent their children but also what they should expect for and from themselves.
- 2.7 Explore ways in which parent-child relationships can be strengthened and communication enhanced to limit the impact of emotional and behavioural struggles to raise future winners.

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- 2.8 Provide them with a 'theory of parenting' which can operate as their compass as they strive to enable their child to be successful in tomorrow's world.
- 2.9 Understand why and how education will liberate their children from poverty.

3. Methodology

The questionnaire was designed by Alan J Whitaker, CEO, The Billion Child Foundation (BCF) who together with Mara de Villiers, a trustee of BCF, wrote 12 books on raising children which provided the basis upon which the BCF WWP is based.

The questionnaire focused on the impact the various values emphasised and parenting skills taught had had on each family.

Method 1: Individual face to face interviews

Field workers visited homes of parents who had participated in WWP training and conducted face to face interviews. An individual questionnaire was completed for 187 families.

Method 2: Group discussions:

23 Group discussions were conducted with groups of varying size from 2 -8 parents. These discussed the questions posed by the questionnaire and agreed consensual answers to each question. One questionnaire was completed by the group leader for each family.

One formal group discussion was conducted after church in which 33 parents participated. A single questionnaire was completed by the group leader.

299 families participated in this survey.

Interviews were conducted by Pastor Nkosi and his wife who conducted the interviews and group discussions in isiZulu but completed the questionnaires in English.

An example of the questionnaire is attached as Annexure A.

4. Findings

4.1 Notes on findings

This evaluation reports on a survey conducted in Refengkgotso 16-23 months after pastors had trained their congregations in parenting skills.

Parents had not received any additional parenting skills training since being trained by pastors and congregants.

Parents had however formed the community parenting forum prescribed in the WWP programme to discuss and reviewed parenting skills and practice each month and initiated relevant community projects. One of the projects which was successfully undertaken is a project which sends young drug addicts for treatment.

This community parenting forum has been very active and forms part of the reason for the success of WWP reported below.

4.2 Significant impacts reported

1. Parents who implement the values and practical parenting skills taught by WWP permanently and radically improved family cohesion and relationships.
2. Physical and verbal abuse is reported to have been drastically reduced as parents adopted alternative techniques to inspire and discipline their children.

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3. Praising and taking a daily one-on-one interest in each child, which is reported to have been seldom formed part of parent-child intercourse in the past has now become a daily event in most cases inverting hostile relationships to become meaningful relationships.
4. Parents reported that their children are now cherished family members who brought joy to their parents.
5. Parents did not report that the normal struggles between children and parents as children push boundaries (an essential part of growing up) had decreased, but that they now had a toolbox of parenting skills to appropriately and lovingly manage each incident.
6. The words which parents used most frequently in reporting on family relationships are love 14, praising 11, order 11, peace 9 and respect 8.
7. Parents now realise that parenting is not something you do to your children – a child management system - but something you share.
8. WWP when fully applied enables the development of loving harmonious homes in which all are cherished, supported and encouraged.
9. Many families have established family goals and work together towards achieving them.
10. All respondents reported having fully implemented WWP. Many appear to have integrated the skills learned as part of their daily life.
11. Comments made by respondents have been reported below verbatim. These demonstrate a great variety of experiences and variations in texture. For this reason, all comments made have been recorded below.
12. Comments are very insightful. E.g. “No more unhealthy competition in the home” This demonstrates firstly that parents have really experienced change in their homes and secondly that WWP enables parents to make a significant impact on the lives of all in the home when fully implemented.

4.3 Family meetings

4.3.1 How often do you conduct family meetings?

Frequency of holding family meetings	Number	%
Twice a month	27	9
Three times a month	96	32
Four times a month /weekly	62	22
Five times a month	41	14
Six times a month	31	10
Seven times a month	13	4
Eight times a month / twice a week	11	4
Ten times a month	1	0
Twelve times a month	4	1
Daily	13	4
Total	299	100

4.3.2 What benefit does your family get from attending these family meetings?

Family meetings were reported to be the cornerstone for family functionality.

Respondents reported that their families discuss and plan their futures together, decide on the kind of family they want to become, agree action plans to achieve their objectives, set Rules of the House, ensure all family members are recognised, participate in meetings, chores and work as team members to ensure family harmony.

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Respondents reported a consequence of family meetings is that family members support each other, there is strong bonding and mutual enjoyment of each other and their home.

They reported that their homes had changed from being combative hostile environments in which verbal and physical abuse was routine to cohesive loving homes in which all tried to support and encourage each other.

The full record of statements made by respondents is set out in Annexure B.

4.4 Rules of the House

4.4.1 Where in the home do you display the Rules of the House?

Room/s	Number	%
Bedroom/s	26	9
Bedroom + living/TV room	27	9
Living/TV room	71	24
Bedroom/s + kitchen	12	4
Bathroom + living room	2	1
Bathroom + bedroom	12	4
Kitchen + living room	41	14
Dining room	3	1
Patio	1	-
Every room	72	24
TV room +children's files	1	-
Not reported	31	10
Total	299	100

Many of the houses are self-built with corrugated iron and comprise a living room and 1-2 bedrooms. Two or more children often share a bedroom.

4.4.2 What benefit does your family get from having Rules of the House?

Rules of the House were reported by respondents to

- enable them to plan and enjoy a house routine
- allocate chores and responsibilities
- enjoy the peace and tranquillity arising from lack of argument and bickering about chores and responsibilities
- have facilitated harmony in the home
- virtual elimination of 'shouting, violence, cursing and frustration'.

The full record of statements made by respondents is set out in Annexure C.

4.5 Praising

4.5.1 Do you use the four steps of praising in your day to day dealings with your children?

Yes 100%

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4.5.2 How have the four steps of praising helped you in creating a positive home environment?

The four steps of praising were reported by respondents to

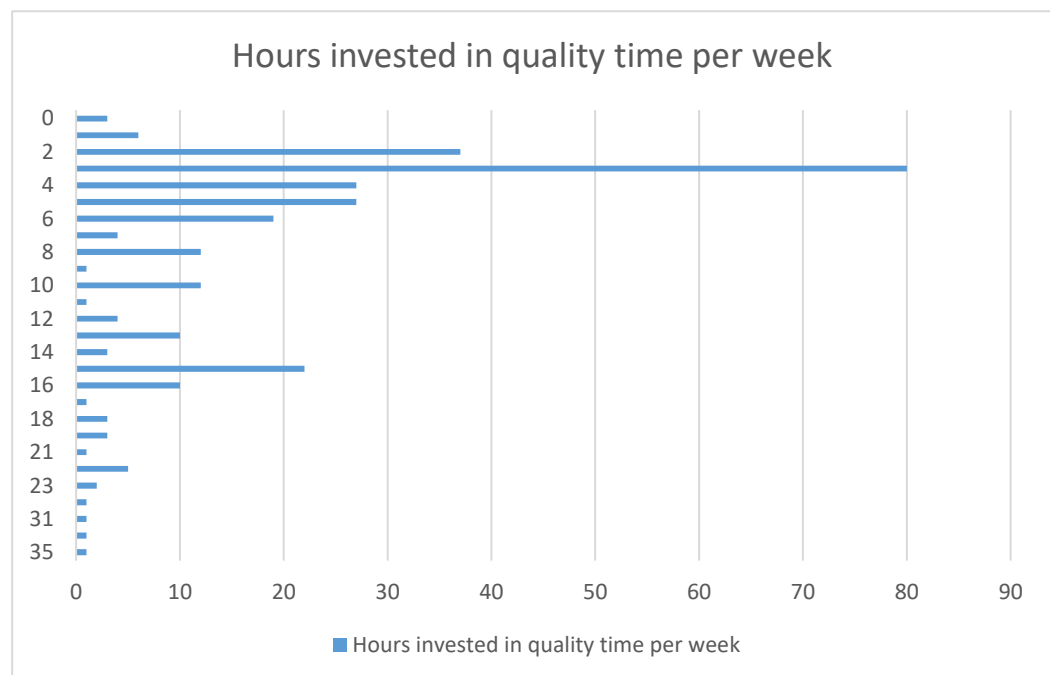
- have created a climate of peace, love, trust and mutual enjoyment of the home
- have promoted a culture of uplifting one another in place of ‘destroying each other’
- ‘Made my children positive and with a desire to do well.’
- Experience less conflict in the home
- Replace fear and aggression and inappropriate physical and verbal behaviour with appreciation and love.
- Children viewing their home as their haven.
- Build self-confidence and motivation.
- Everyone feeling appreciated.

The full record of statements made by respondents is set out in Annexure D.

4.6 Quality Time

4.6.1 How much quality time are you spending with your child each week?

Quality time is time spent with each child one on one when the child sets the agenda. The parent spends time with the child perhaps going for a walk, doing something together or just hanging out.



4.6.2 Reflections

49% of the parents invest 2-4 hours a week in quality time

20% of parents invest 5-8 hours a week in quality time

5% of parents invest 9-12 hours a week in quality time.

14% of parents invest 13-16 hours per week in quality time.

Parents take quality time seriously investing in one on one interactions.

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4.7 Parenting styles

4.7.1 How has adopting the Consultative Parenting Style instead of the Dominating or Abdicating Parenting Styles impacted on the relationship with your children?

Respondents (parents) reported that adopting the Consultative Parenting Style had

- Enabled them to discuss important issues without hostility
- Provided time to really get to know their child and for their children to discuss issues which were worrying them with the parent
- Enabled them to demonstrate to each child how important they are to their parents
- Provided time to work through difficult issues
- Avoid being seen by their children as an angry monster
- Provided time for one on one bonding with their children
- Enabled them to be viewed by their children as an approachable and kind mentor

The full record of statements made by respondents is set out in Annexure E.

4.8 Discipline

4.8.1 In what ways have you improved the handling of your children's discipline since attending the workshop?

Respondents (parents) reported that

- Physical and verbal chastisement has been replaced with positive parenting skills.
- Destructive criticism has been replaced
- They lead their children to correct themselves
- They are still in charge of discipline but are constructive and tactical parents
- They treat them with dignity and respect. They are more sensitive and attentive to the plight of their teenagers
- They treat their children with dignity and respect. As a consequence, their children are able to open up about what's troubling them.

The full record of statements made by respondents is set out in Annexure F.

5. Reflections on the above research findings

- 5.1 Parents were lavish in the praise for the content and relevance of WWP to the issues they faced on a daily basis.
- 5.2 Parents have incorporated the values and parenting skills taught into their daily way of life and thereby gained optimal benefits WWP offers as a programme to significantly develop family and community cohesion.
- 5.3 Happy family life is a pipe dream for most poor parents all over the world. The parents of Refenggotso have demonstrated that through full implementation of WWP this is possible.
- 5.4 This research was conducted between 16 -23 months after parents had attended WWP presented by pastors of the church they attend. This indicates the sustainability of the Programme.
- 5.5 Parent feedback is incredibly rich in texture not just in nuances. Radically different experiences which were generated in each home. This reflects the fact that each family significantly differs in structure, rituals and behaviours.

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- 5.6 It is apparent from the survey that inappropriate family structures, rituals, behaviours and parenting have been replaced by structures, rituals, behaviours and parenting appropriate to their circumstances in 21st century South Africa.
- 5.7 It would appear that churches provide an excellent medium for parent training.
- 5.8 Parents who participated in this survey were provided with an opportunity to revisit and review their parenting skills as well as the routines and habits they have adopted post-WWP training.

6. Conclusions

- 6.1 The reason the district police commander reported callouts to family violence being 50% down is well illustrated by this survey. Following training of parents in WWP and the establishment of Community Parenting Forums which met monthly to reinforce parenting skills parents in the community appear to have adopted and internalised the values promoted and parenting skills taught.

One might even speculate that with WWP being promoted by churches that families have included the rituals and routines of WWP as part of their way of life.
- 6.2 This Programme appears to have been fully implemented by most families surveyed.
- 6.3 This Programme appears to have the power to significantly change relationships between all family members and enable parents to raise their children to become self-reliant self-confident adults.
- 6.4 This Programme appears to have the potential to significantly improve family cohesion and effectiveness.
- 6.5 It would appear that in most families, anger has been replaced by understanding; encouragement and calm reflection; dysfunction by cohesion, family routines, orderliness and respect; abdication and domination by involvement of all family members in supporting each other; and violence and verbal abuse by dignity, respect and family pride.

7. Notes on this research

- 7.1 The total investment made by SASOL in this WWP programme was R486,745. Based only on the 299 families surveyed this represents an investment of only R1,628 per family!!

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Annexure A

Example of the survey questionnaire

Questionnaire

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Last year you attended the Win-Win Parenting training. We are following up to establish whether the time you invested attending the parent training workshops has helped you as a parent. For this reason we would appreciate you answering a few questions.

1. How often do you conduct family meetings? 1 a week
2. What benefit does your family get from attending these family meetings?
We Review what has been done and plan what is to be done.
3. Where in your home are the Rules of the House? Bedrooms & living room
4. What benefit does your family get from having Rules of the House?
Planning makes life easier and we are able to arrest things which are potentially divisive and destructive to our family.
5. Do you use the four steps of praising in your day to day dealings with your children?
☒ Yes ☐ No
6. How has using the four steps of praising assisted you in creating a positive home environment?
I was never praised as a child at first it was difficult but the benefits of this is mutual and brings joy to the home.
7. How much quality time are you spending with each of your children each week? 3
hours
8. Have you changed your parenting style from Yielding (abdicating), being uninvolved or being too domineering to more of a Consultative style in which your child is consulted before you make decision which affect them? ☒ Yes ☐ No
9. How has this impacted on your relationship with your children?
A lot has changed since I implemented. The way I relate to my children what ever I want to see happening that is good I must see in what's for them.
10. In what ways have you improved your handling of your children's discipline since attending the workshop?
I care a lot about how they feel. When they are in the wrong and I don't just ignore them.

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Annexure B

Feedback on Family Meetings

Question posed to parents: What benefit does your family get from attending family meetings?

The statements below are reported in the English as translated by the interviewers. Where families reported the same or similar sentiments their contributions have been reported as one item below. Respondents have reported their experiences and stories rather than providing answers to a highly structured questionnaire.

What benefit does your family get from attending these family meetings?	No
Each family member can voice out their issues without fear.	11
All of us feel important in decision making.	11
We all get to lay the foundation for building our home.	3
We value collective decision making/We decide things together	19
It affords us the opportunity to be civil about the challenges we face	1
Each person can define their role in the family	2
Everyone is important	1
We can carry out our responsibilities and be of help to remind each other of our duties.	6
Everyone's opinions are important	1
Clear explanations of what needs to be done and an opportunity to ask questions is given	8
We plan together/we are a unit making decisions	14
We don't just sit together to prove how wrong another member is but to be helpful to each other.	7
Family members value the opportunity they have to contribute at meetings and to the family	3
All are included in decisions we make.	2
We can plan how to face the problems we have.	1
We shape/plan our future together.	9
We all contribute to the changes we want	1
The house is managed and not mismanaging us.	1
Valued contribution from all.	1
We can be united about what we have to do	1
We share decision making.	2
No one feels left out	1
Each member feels valued because we all have a say	4
We take turns to be good to each other	1
We all contribute to the well-being of the family	2
No confusion about tasks. Chores are not a fighting matter anymore	2

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What benefit does your family get from attending these family meetings?	No
We are all encouraged to participate	1
We all support each other and the weaker family members	4
We can depend on each other.	1
Because of family meetings we spend more time together and help each other.	2
We encourage one another	1
Nothing is left to chance. We discuss every detail of what we face.	1
We all have a share in this family	1
Clarity on all matters of the family.	5
We all pull towards a goal we share	1
I get to know what is hurting others	1
We all feel we are part of the family	1
We can feel that contributions are from all of us.	3
We can pull together	2
We communicate	1
We can process issues without hurting each other	1
We are a united family now	4
There is clarity on chores, functions and feedback on what we have done	1
Feedback on progress of family tasks	1
We can share the feelings that are hurting.	1
We plan, discuss and implement our ideas	1
We calculate the cost of things we use and are all savvy about the family budget.	1
We can share our frustrations in a protected environment.	1
We all understand our responsibilities	34
We can be of help to the more feuding family members and establish points of reference we agree on	1
We can know (learn) what each family member has to deal with – whether positive or negative	3
We bond, pray, plan and celebrate.	1
Partaker, not spectator	1
I can share my struggles and get support – same for my family.	2
We can be part of decision making and handle sensitive issues more openly.	1
We can contribute and co-operate in making our family great.	2
We plan, take stock of what we have done and see if we can be of assistance to each other.	1
Sharing information, tasks and celebrating what we have achieved.	1
	2

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What benefit does your family get from attending these family meetings?	No
We review what has been done and plan what is to be done	
Clear explanations can be given for needs to be done.	1
Each person has something to contribute.	3
The burden of decision making is shared.	1
Each family member adds value to the decisions made	1
We can plan in informal family meetings and map out the way things are going to be done	1
We don't feel the pain of losing our father as much as we did. We come together to talk about fond memories of him.	1
We report progress on turning our family around.	1
Everyone knows their importance	3
We talk about painful issues and then bring to God in prayer.	1
One has support to deal with pressing issues	1
We can lovingly correct one another and have an opportunity to bond as a family.	1
We spend quality time and get to be constructive in handling our task of unifying our family.	1
We can evaluate the progress of each family member and assist them with their challenges	1
We are able to plan and pray for what is to be done by each member of the family.	1
Our family becomes a team and plans things together to enjoy life	1
Friendships are stronger. We laugh a lot. Peace.	1
We are building our family together. We all have more confidence from being valued	1
We can talk to each other without being afraid of being judged.	1
Deciding as a family is valued	1
We can be there to enjoy each other's company and discuss hard issues without violence or abusive language.	4
We are building a legacy together.	1
We work as a team and improve our lives by helping each family member to be better	2
Each one is clued in on where we are going as a family.	1
We talk about improvements and to forget the past.	1
No one has to pretend. We can be ourselves	3
We have contributions from everyone instead of lording things over each other.	1
We all know we will not be alone when times are tough	1
We can tackle the issues facing us without any hassle because we all know where we are at.	1

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What benefit does your family get from attending these family meetings?	No
We are sympathetic to one another's challenges and offer help without judging	1
We have maximised our time and resources because we plan and don't leave things to chance.	1
We are not living by coincidence but by our own design and planning.	1
We don't have to suspect each other and boundaries are clearly marked	1
We can plan the week together and are not just existing but living our plans out.	2
We make tolerance and sharing the load instead of worrying about our individual issues alone.	1
We are committed to one another and respect each other. The family is bonding well	1
No one has to hide in a mask.	1
We coach one another to excel in whatever they have to do.	1
My husband comes home at weekends because of his job but when we meet as a family we are excited about planning and being together.	1
We work as a family to solve the problems we have	1
It's fun to be clear about all aspects of our lives, time and challenges	1
We can review what happened and plan what needs to be done	1
No one imposes their decisions on anyone. The collective functions well	1
I don't have to keep on explaining each decision	2
We can talk frankly about our situation	8
Meetings don't have to be formal so everyone can be themselves and contribute to the welfare of the family	3
We can track our progress	6
We can be open to each other	4
Feedback from each member on what is done and needs to be done and how we can help each one	3
We get information about our relatives and the help they need	2
We can be open about matters	2
We are a family collective so we work together!	1
I don't have to deal with each issue alone. I have support	2
We all contribute to our progress and celebrate afterwards	1
We all feel included in the decision-making process	1
We enjoy each other's company without disobeying each other	1
We can constructively work together to resolve the challenges each individual family member faces	1
Our family meetings give us time to celebrate as we discuss what has been achieved by each family member and work together to face challenges	1

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What benefit does your family get from attending these family meetings?	No
It is amazing how much everyone priorities the importance of each family member which was a problem before	1
There is always a great atmosphere at our meetings anticipating a good experience. Our meetings always end with a celebration.	1
We grow together in planning and managing the family no matter the struggles.	
We enjoy each other's company and seeing projects through	1
We feel we are a unit and can't do without each other's input.	1
We all follow the progress our family has to go in improving itself	1
We can discuss anything affecting our family	1
We deal with matters which could not previously be addressed	1
	1

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Annexure C

Feedback on Rules of the House

Question posed: What benefit does your family get from having Rules of the House?

The statements below are reported in the English as translated by the interviewers. Where families reported the same or similar sentiments their contributions have been reported as one item below.

What benefit does your family get from having Rules of the House?	No
Everyone is prepared to tackle tasks to keep the house in order.	6
We maintain order, tranquillity, respect, peace and love.	43
The house is not in disarray; roles are defined and everyone knows his/her place in the scheme of things.	4
Peace and enjoyable home we have now.	2
We work together as a team to keep the home clean, neat and orderly.	41
We can be orderly; we share chores and do not get in each other's way.	8
We can be of benefit to each other by doing what we agreed upon.	12
Responsibilities are clearly known; chores are allocated not implied.	26
We have order and responsibility.	3
We can be disciplined in the way we do things and not trash the house and burden others to fix our mess.	3
We have order/orderly home.	30
Everyone takes responsibility for their actions.	11
Order has been restored.	8
Confusion and frustration is less because we know what to do.	4
Everyone can police themselves/self-control and be orderly.	2
Peace, order and joy.	11
Time is managed and conflict reduced.	9
Keeps tempers checked. No more war and cursing.	7
My home is not a war zone any more. Things are planned and handled well.	1
There is no more shouting, cursing, violence and frustration.	3
We can plan properly and enjoy the house without being rude to each other.	6
We can give each other space to function as a responsible family member.	3
We can move around the house without bumping into things left carelessly.	3
We share chores without fights between children. There is order in being part of our family	37
We can be of help to one another and solve the problems we have.	4
It makes life easier and we are able to arrest things which are potentially divisive and destructive to our family.	1
We have a more manageable home and can correct each other constructively and in love.	6

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Trustees: Prof Ndivhudzannyi Sylvester Mpandeli (chairperson), Dr Fannie Sebolela (Advisor), Dr Rolf Becker (Advisor), Mara de Villiers, Alan J Whitaker (CEO)

What benefit does your family get from having Rules of the House?	No
Our home is neater and manageable. No one is unclear about their role in making our house a beautiful place to be in.	1
Less destruction of things in the house.	1
No more violence and vulgar language. We celebrate each other and help those who are struggling.	1

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Annexure D

Feedback on implementation of the four steps of praising

Question posed: How has using the four steps of praising assisted you in creating a positive home environment?

The statements below are reported in the English as translated by the interviewers. Where families reported the same or similar sentiments their contributions have been reported as one item below.

How have the four steps of praising helped you in creating a positive home environment?	No
Confirmed that we can coexist without being hurtful to one another	7
Praising my children has made them positive and desire to do well in life	3
Peace, love, trust and enjoyable home we have now	39
We don't have to correct behaviour when it is negative. So our home is viby and fun to be in. Everyone knows what is expected of them	4
We are able to correct each other if we gravitate to negative destructive language	1
Conflicts are much less and handled well	1
My children are no longer afraid	4
The house is not a place of negative talk, secrets and uncertainty anymore. We build one another here	46
It doesn't come naturally but when we implemented it there was more joy and positivity in the children's behaviour	1
Caring and sharing is easy	2
We don't mistrust each other anymore. Praising builds trust.	1
I see positive attitudes displayed around the house	1
Children are more positive towards life and are showing it	3
Motivated children around. Praising motivates the family	5
Each one values themselves better	1
Praising is contagious	2
Everyone is welcomed and respected	2
Peace and love is more prevalent. Children find a way to be good to each other	4
We built trusting relationships and a more lively home	2
Children feel they belong here and love to be around	1
Praising builds confidence and everyone is inspired to do their best	1
We feel we are here as a family to uplift instead of destroying each other	5
Motivated everyone to have a sense of belonging and willing to help	4
Joy and peace is prevalent instead of contention between siblings	4
Children are motivated to achieve more and excel in their studies and relationships	4
Caring and understanding	2

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How have the four steps of praising helped you in creating a positive home environment?	No
No more cursing and vulgarity	2
Praising each other is prevalent	1
Every time we come together we celebrate	1
Children can be themselves without being naughty	1
We don't stand in the way of each other's responsibilities anymore	1
There is no jostling for positions any more. Our home is shared equally	2
When they knock off from school the joy that sells the home is very great	1
The home is more sweeter to be in. People don't lock themselves in their rooms always	2
People seek to help out. They don't bottle things anymore	1
No more yelling and cursing	1
We are laughing more and fighting less. We can enjoy each other's company	3
I have "athletes" now in the house who are ready to display their medals and encourage success	1
Created a purposeful family ready to live life to the fullest	1
Spirits are up and no moping around because of hopelessness	1
Everyone is genuinely happy and sincere about how they feel and want to help more often	3
Everyone can't wait to get home from work or school so they can get a positive word to live by	1
Everyone enjoys the house, leisure time and dinner meals. Chores get done	6
They are motivated to be good	7
Tolerance and sharing is happening	6
Less frustrations and stress	4
My children don't feel left out in decisions that matter	2
I get to live out my youth and get what I didn't get by encouraging the children. It works well for all of us	1
Encouragement and love is reciprocated most of the time and there is peace and joy in the home	2
Conflicts are much less and handled well	5
Encouraged people and looking for good things to do	2
We are a more united family now	8
There is no doubting each other's intentions	1
School work is being done without being forced because reporting on their accomplishment is desired so they can be praised more	1
There is trust that my intentions are good	3
We feel lost if one of us is away for long. So we are a team	3

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How have the four steps of praising helped you in creating a positive home environment?	No
Increased energy to support one another	2
I was never praised as a child. At first it was difficult but the benefits of this are mutual and brings joy to the home	1
Ideas are more as we can relate better	1
Oh, we have a loving home with few squabbles over nothing	1
Calm, loving, motivating home. We love to hang together	5
Warm home with love and smiles and hope	1
Even when there is tension we approach it positively and that has changed the atmosphere of doing things	1
More responsible and encouraged children	2
We can be happy together without a cause! No reason at all!	2
There is constant joy and laughter in the home and conflict is dealt with positively	2
Praising has become the norm of my home	1
They want to quit their addictive drugs and have been booked to rehab.	1
It is rubbing off on to the children. They now have positive things to say to each other	1
I have stopped cursing and swearing at everyone	1
It has brought joy to me and my children and it feels good to build them up	1
Children don't reject correction because they can see the benefit thereof	1
Grades have improved and a desire to tackle the challenges with confidence has set in	3
Family members are more careful about what they do, say and expect from each other	1
It built confidence in me as a parent and stopped me judging myself negatively	3
I no longer struggle to get through to them	3
There is a general sense of belonging and ownership of all that has to be done to improve our home	3
We have a more joyful less judgmental and yelling match free home that's great	1
Children are more open to discuss with me and we solve problems before they occur	5
Discipline is the last resort. Building first is best	1
We are laughing more and fighting less and his home is very pleasurable	5
I get praised too and surprised with good encouraging notes when I least expect that	1
One of my children had a very low self-esteem and her grades were very low Now there is a great improvement	1
It has helped a lot and even out children remind us when we relapse and go back to the old way	1
Children can now approach us with pressing peer pressure issues which at first we did not understand	2

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How have the four steps of praising helped you in creating a positive home environment?	No
No more unhealthy sibling competition for attention in the home	1
Our home is not a war zone anymore. We all look forward to getting home	1
Everyone wants to excel in whatever they do so they can be praised	1
We all help each other	2
We have tolerance for the children who take time to follow along with the issues of the home	2
We encourage each other	1
Hopefulness, joy and forbearance	2
There is a healthy self-image of each family member and it is fun to be together	1
We are more helpful to one another and respect for time has improved	2
Children accept discipline even if they are grounded	1
As a family, we are more confident and positive even in our speech	1
Time to mope around and stress is getting less and a new optimism has set in	1
Peace is reigning in our home. As parents, we are more approachable and supportive of our children	1
Children take responsibility for their actions	2
Praising is a creative way of living	1
Everyone feels important and valued	1

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Annexure E

Feedback on implementation of the consultative parenting style in place of a dominating or abdicating parenting style

Question posed: How has changing your parenting style to a consultative parenting style impacted on your relationships with your children?

The statements below are reported in the English as translated by the interviewers. Where families reported the same or similar sentiments their contributions have been reported as one item below.

How has adopting the Consultative Parenting Style instead of the Dominating or Abdicating Parenting Styles impacted on the relationship with your children?	No
We are more open to discuss issues of life without hostility	20
Made them care about my well-being	8
We can work together and have fun together. They trust me with their life issues and know that I am a helping hand to them	20
We have worked through difficult things and are now get on well	21
We plan, play and pray together and find time to be good to each other	3
It has greatly encouraged them. Even when I relapse there is positive attitude towards improvement	2
We have more time to bond. We have bonded better now. We enjoy being together	16
They feel they can trust me and come to me at any time	16
They know that I care for them not just about what I say but what I do for them	1
I see that I am more believable when I say words that affirms them	1
They trust me more and value my advice	7
They don't see me as an aloof and angry monster. They don't tense up around me	9
I am a coach now to them	1
Even the ones who did not see the need to express emotions now do	2
We get to deal with bad things lovingly	6
Positively we are now working on the past mishaps	2
They are so happy I don't have outbursts of anger at them	1
They lovingly accept me now	2
No more fear but love for me. They don't hate me anymore	12
We can talk about any issue without judgemental issues coming up	11
We are more caring, loving and trusting. They confide in me	7
Trust and love are more shown than before and see me as their mentor	3
They know that I mean well in all I do so they ask questions where they are not sure what to do	3
They like being around me	8
They like my advice more. They respond positively to me	6

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How has adopting the Consultative Parenting Style instead of the Dominating or Abdicating Parenting Styles impacted on the relationship with your children?	No
They are now an important part of my life	2
They don't feel down anymore because of being pushed aside	1
They can relate to authority figures without fear of being beaten	1
They don't have to keep faces and pretend	1
I don't brandish the stick and frighten them off. No more fear	5
There is a more negotiated understanding that we cannot land things on others	1
The old tyrannical me is gone. I am not a monster anymore. I could see them growing from fearful to confident loving and trusting children	7
They are gaining trust in me and self-respect	7
We are making amends for the lost time	6
I was very domineering and quick to spank. We were taught to give a hiding and ask questions after. I had not been aware how much I made my children hate me but now we are cool. I have become a kind and approachable mentor	4
I am more patient with them especially at homework time which used to be drudgery	1
We can be loving even when we are in the wrong without embarrassing one another	2
They idolise me and I return the favour	2
I don't have broken children but young people ready to be matured	1
They know that I am an active participant in their progress and I am not there to harm them but to equip them to excel in their life. They trust me very much	4
They are free to voice out their opinion and this has lifted their confidence	2
They don't feel condemned by me because they face addiction issues	1
They don't loiter anymore dreading to come home. They are more at home than playing in the streets	1
They don't have to ask strangers questions of life, but me	1
They are more happier and their school work has improved tremendously. Chores are no longer a cause of fighting amongst us	2
They feel more valued as thinkers	1
I don't necessarily have to raise them as I was raised. I can be part of their lives without losing my role as a parent	1
I was very uninvolved and abdicating but now I am more involved and set time aside and listen to them speak to them kindly	1
I no longer let things slip. I used to ignore even the most destructive behaviour in my children. I just didn't show care but it has changed now	1
We have a stronger relationship now	5
They love me more and we are secure in our relationships	1
We can be content with what we have because we have each other	1

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How has adopting the Consultative Parenting Style instead of the Dominating or Abdicating Parenting Styles impacted on the relationship with your children?	No
I used to keep things in my mind and pile them up until I exploded when I felt enough was enough. Now I deal with things as they happen	1
There is a general consensus between my husband and me on how to handle conflict between us and the children. This created a homely warm environment	1
They don't have to compete for my attention	1
Lively uncompromised relationship	5
We are not enemies and are not at war with each other anymore. Now we build each other	1
We can deal with a lot of difficult things without being enemies and being mean about them	33
We are friends with good boundaries. We have a positive vibe and mutual respect	4
They are more easy going and not like before because of fear	1

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Annexure F

Feedback on parenting skills to positively address inappropriate behaviour

Question posed: In what ways have you improved the handling of your children's discipline since attending the workshop?

The statements below are reported in the English as translated by the interviewers. Where families reported the same or similar sentiments their contributions have been reported as one item below.

In what ways have you improved the handling of your children's discipline since attending the workshop?	No
I don't tell them to do what I can't model	8
I have foregone yelling, punching and thrashing them and thinking they will be better adults in future	40
I don't criticise them destructively	5
I don't have to use the rod any more. I am empowered to use other ways of disciplining	9
I don't take it for granted that what I say is understood. I question for clarity	9
I don't beat up mercilessly like before	14
I listen more to them and reflect well before I respond	18
I let them correct themselves even before I do	6
I am still in charge of discipline but a constructive and tactical parent	3
I enquire from them and reason with them before I can mete out discipline to them	8
I treat them with dignity and respect. I am more sensitive and attentive to their plight as teenagers	7
I don't fight them. We discuss with respect for each other	2
Anger does not help. Now I am more calm	6
I don't neglect the children by not knowing what they have to deal with emotionally	1
I don't wait for cases to pile up so I can discipline more harder	3
I don't pit one child against another any more	1
I have built an environment of trust	7
I allow them to tell me even things which are not nice to hear	1
I take time to talk and listen to them. I value their opinions	5
I don't promise something and then not keep my word any more	1
I take stock of my responses especially when I am wronged	1
I don't pounce on them any more – all I wanted to do was to catch them doing something wrong. Now I try to catch them doing something right!	1
I don't let things go by and do nothing about them	8
I take time to make them understand what I mean when I want something done	2
I give them the benefit of the doubt. I don't see them as criminals anymore	1
I don't punish them. I correct them	7

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In what ways have you improved the handling of your children's discipline since attending the workshop?	No
I don't insult them	9
I take time to listen to them and get to understand why they do wrong at certain times and work from there without being harsh and threatening	7
I don't scold them in front of their siblings and friends like before	1
I don't set them up for failure so I can punish them	5
I don't change what their father and I have agreed on when we discipline them. We are a team	2
I care a lot about how they feel when they are in the wrong and I don't just ignore their them	1
I create an atmosphere for love even in disciplining them. No hitting	5
I don't let them go on with their lives without constructive knowledge	1
I don't compare them with each other	2
I never used to sit and talk. Now this is my way of discipline. We have many conversations now and have built a harmonious relationship. I try to get them to see errors from their point of view.	2
I make sure I build them not harm them	3
I tackle the matter not the person	1
I don't treat them as I was treated when I was a young boy by my parents	38
I don't see them as wrong doers but as my special gifts to be helped	1
They are not worse than anyone when they try and fail. I value them even when they fail	2
I am aware that my words can either damage their self-esteem or build them up	1
I treat them with dignity and respect so that they can open up to me about what's troubling them	4
I have started to love them equally	1
I set parameters and explain why	1
I don't talk till I have calmed down. It takes time to put myself in their shoes	1
If there is not love, discipline is bad, but with live correction is treat. I love them through their difficulties	5
I came to trust and be trusted by my children. They know that whatever goes on in their lives I am there to help. This makes me a proud parent	2
I don't take them on a guilt trip as I used to	1
It takes time to put myself in their shoes	8
I don't threaten them as I used to	2
I don't abuse them verbally or swear at them any more	5
I encourage them and encourage them to be good to each other and me	1
I don't punish for no reason any more	1

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In what ways have you improved the handling of your children's discipline since attending the workshop?	No
I consider how they would feel about what I say before I approach them	1
I forget their past mistakes – I don't rehash things	1
I motivate them more than being critical at every corner	3
I don't intimidate them	1
Look for the good not the bad in them	1
No more swearing and abusive language	2

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