

The background is a light blue gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

# CONFLICT RESOLUTION

HOW TO WORK THROUGH  
CONFLICT

FALL 2017

## COUNSELING OBJECTIVE A.1.2

*TODAY WE ARE GOING TO LEARN WHAT CONFLICT IS AND TECHNIQUES TO DEAL WITH CONFLICT.*

### WHAT IS CONFLICT?

**TO BE IN ACTIVE DISAGREEMENT, AS BETWEEN OPPOSING OPINIONS OR NEEDS:**

**([HTTP://DICTIONARY.CAMBRIDGE.ORG/US/DICTIONARY/ENGLISH/CONFLICT](http://dictionary.cambridge.org/us/dictionary/english/conflict))**

WE CAN NOT CONTROL THE WAY OTHER PEOPLE REACT BUT WE CAN CONTROL OUR OWN REACTIONS TO A SITUATION WITH CONFLICT.

BE AWARE WHEN YOU ARE IN A CONFLICTING SITUATION AND MANAGE YOUR NEGATIVE EMOTIONS AND REACTIONS.

# WHAT IS MEDIATION?

THE **PROCESS** BY WHICH SOMEONE **TRIES** TO END A DISAGREEMENT BY HELPING THE TWO **SIDES** TO **TALK** ABOUT AND **AGREE** ON A **SOLUTION**:

[\(\[HTTP://DICTIONARY.CAMBRIDGE.ORG/US/DICTIONARY/ENGLISH/MEDIATION\]\(http://dictionary.cambridge.org/us/dictionary/english/mediation\)\)](http://dictionary.cambridge.org/us/dictionary/english/mediation)

THE **MEDIATOR** IS A PERSON WHO **DOES NOT** TAKE SIDES AND WHO LETS EACH PERSON SPEAK AND HELPS THEM WORK OUT A SOLUTION THAT WORKS FOR BOTH PEOPLE HAVING CONFLICT.

**MEDIATION** IS USED WHEN PEOPLE CAN NOT SOLVE CONFLICT ON THEIR OWN BUT ARE WILLING TO WORK TOWARD A SOLUTION.

# HOW DOES MEDIATION WORK?



- **IN MEDIATION** A PERSON WHO DOES NOT TAKE SIDES HELPS THE TWO INDIVIDUALS HAVING CONFLICT WORK THROUGH THEIR CONFLICT.
- EACH PERSON TAKES A TURN TALKING WHILE THE OTHER PERSON LISTENS AND DOES NOT INTERRUPT.
- DURING THIS TIME THE TWO PEOPLE USE I MESSAGES TO COMMUNICATE.
- DURING THIS TIME THE TWO PEOPLE USE KIND WORDS AND RESPECTFUL LANGUAGE.
- THE TWO PEOPLE GOING THROUGH MEDIATION CAN WORK TO **COMPROMISE** ON A SOLUTION. (COMPROMISE MEANS THAT BOTH PEOPLE HAVE TO GIVE A LITTLE TO COME UP WITH A SOLUTION THAT WILL WORK FOR BOTH PEOPLE)
- MEDIATION ONLY WORKS WHEN THE TWO PEOPLE INVOLVED ARE WILLING TO WORK IT OUT.

# HOW DO YOU AVOID A CONFLICTING SITUATION?

PAY ATTENTION TO THE WAY YOU FEEL. FOR EXAMPLE: I AM FEELING **IRRITATED OR ANGRY** BECAUSE OF WHAT SOMEONE IS SAYING OR DOING.

DESCRIBE WHAT IT FEEL LIKE TO YOU WHEN YOU ARE IRRITATE OF ANGRY.

GIVE EXAMPLES.

BEFORE YOU SAY OR DO SOMETHING THAT WILL MAKE THE SITUATION WORSE:

**STOP AND THINK**.....MY EMOTIONS ARE GOING TO GET ME INTO CONFLICT. INSTEAD I WILL.....

- **TAKE SLOW DEEP BREATHS** TO CALM EMOTIONS.
- **REMOVE YOURSELF** FROM THE AREA SO THAT YOU CAN CALM YOURSELF DOWN.
- **RETHINK** THE SITUATION TO SEE IF I YOU DID ANYTHING TO INITIATE OR ESCALATE THE CONFLICTING SITUATION. IF YOU DID THEN MAKE A CHANGE. (LIKE FOLLOWING EXAMPLE)



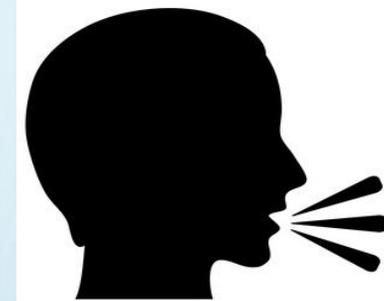
### *SAMPLE SITUATION A:*

*YOU ARE IN A GROUP PROJECT AND YOU ARE NOT DOING YOUR PART AND YOUR GROUP STARTS TELLING YOU TO PARTICIPATE. THE GROUP'S IS FEELING FRUSTRATED. THE GROUP STARTS TELLING YOU TO PARTICIPATE. YOU BECOME UPSET YOU AND CONFLICT WILL ARISE.*

### *SAMPLE SITUATION B:*

*YOU ARE IN A GROUP PROJECT AND YOU ARE NOT DOING YOUR PART AND YOUR GROUP POLITELY ASK THAT YOU PLEASE PARTICIPATE. YOU ACKNOWLEDGE THAT BY NOT CONTRIBUTING YOU GROUP NOW HAS MORE WORK TO DO. THEIR WORK PLUS YOURS. YOU UNDERSTAND THAT THIS WILL FRUSTRATE AND UPSET THEM SO YOU START PARTICIPATING. THEY RESPECTED YOU BY ASKING YOU POLITELY. YOU RESPECTED THEM BY DOING YOUR SHARE. NOW CONFLICT HAS BEEN AVOIDED.*

# HOW DO YOU WORK THROUGH CONFLICT?



- IN SOME CASES STUDENTS CAN **COMMUNICATE** WITH EACH OTHER USING **RESPECTFUL LANGUAGE** AND WORK THROUGH A CONFLICTING SITUATION.
- **LISTEN** TO WHAT THE PERSON HAS TO SAY. WHEN LISTENING ASK YOURSELF, “HOW WOULD I FEEL IF I WAS IN THEIR SITUATION?”
- IN OTHER CASES STUDENTS WILL NEED ADULTS TO HELP **MEDIATE**.
- AND IN OTHER SITUATIONS **ADULTS WILL NEED TO SPEAK TO STUDENTS INDIVIDUALLY AND SEPARATELY** TO ASSIST WITH CONFLICT RESOLUTION.

## HOW DO YOU WORK THROUGH CONFLICT? CONT.

- SOMETIMES WE HAVE TO **APOLOGIZE** FOR SOMETHING WE MIGHT HAVE DONE INTENTIONALLY OR UNINTENTIONALLY. (AN APOLOGY MEANS THAT WE ARE SO SORRY THAT WE WILL NOT BE DOING THE SAME THING AGAIN.)
- COME UP WITH A **COMPROMISE**, A SOLUTION THAT BOTH PARTIES CAN AGREE WITH. THROUGH COMMUNICATION YOU DISCUSS OPTIONS TO SEE WHAT WORKS FOR EVERYONE, NOT JUST FOR ONE PERSON.
- IN ORDER FOR CONFLICT RESOLUTION TO WORK **ALL** PEOPLE WILL HAVE TO BE WILLING TO LISTEN AND PUT FORTH AN EFFORT TO WORK AT RESOLVING CONFLICT. (IF UNSURE SEEK ADULT HELP.)

# COMMUNICATION

COMMUNICATION IS IMPORTANT WHEN TRYING TO RESOLVE CONFLICT. THIS INCLUDES **SPEAKING AND LISTENING**. TAKE TURNS LISTENING AND SPEAKING. **USE KIND WORDS AND SPEAK IN A CALM MANNER.**

TRY PUTTING YOURSELF IN SOMEONE ELSE'S SHOES TO SEE HOW IT WOULD FEEL IF YOU WERE IN THEIR SITUATION. SOMETIMES WE WILL HAVE TO APOLOGIZE FOR SOMETHING WE MIGHT HAVE DONE.

**COMMUNICATE** WITH **I** MESSAGES: THE GOAL IS NOT TO MAKE ACCUSATORY STATEMENTS.

EXAMPLE: **I FEEL** \_\_\_\_\_ **WHEN** \_\_\_\_\_ **BECAUSE** \_\_\_\_\_ **I WOULD LIKE** \_\_\_\_\_.

**YOU STATE HOW YOU FEEL, DESCRIBE BEHAVIOR, EFFECT OF BEHAVIOR, AND YOU SAY WHAT YOU WOULD LIKE TO HAPPEN.**

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=GG25KQ\\_3GMG](https://www.youtube.com/watch?v=GG25KQ_3GMG)

*HERE IS A LIST OF OTHER SITUATIONS THAT MAY CAUSE CONFLICT. HOW CAN WE AVOID OR WORK THROUGH CONFLICT IN THESE SITUATIONS?*

- **RUNNING IN THE HALLS AND SOMEONE GETS SHOVED.**

HOW CAN WE WORK THROUGH THIS POSSIBLE CONFLICTING SITUATION? COULD THIS BE AVOIDED?

- **IN THE CAFETERIA SOMEONE TAKES YOUR CHOCOLATE MILK?**

HOW CAN WE WORK THROUGH THIS POSSIBLE CONFLICTING SITUATION? COULD THIS BE AVOIDED?

- **SOMEONE IN CLASS KEEPS TALKING WHILE YOU ARE TRYING TO LISTEN TO WHAT YOU HAVE TO DO FOR HOMEWORK?**

HOW CAN WE WORK THROUGH THIS POSSIBLE CONFLICTING SITUATION? COULD THIS BE AVOIDED?

- A FRIEND KEEPS SAYING THINGS THAT THEY THINK ARE FUNNY BUT YOU DO NOT THINK THEY ARE FUNNY?

HOW CAN WE WORK THROUGH THIS POSSIBLE CONFLICTING SITUATION? COULD THIS BE AVOIDED?

*IF YOU ARE HAVING DIFFICULTY WITH COMMUNICATION, IF YOU ARE NOT SURE HOW TO HANDLE A SITUATION, OR IF YOU NOT SURE ON WHAT TO DO, SEEK HELP. COUNSELORS ARE AVAILABLE TO HELP WITH MEDIATION AND CONFLICT RESOLUTION.*

**CONFLICT RESOLUTION SCENARIO VIDEO:**

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=1IMTHJ7N4LM](https://www.youtube.com/watch?v=1IMTHJ7N4LM)

**TAKING TURNS SPEAKING VIDEO:**

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=3RJRZ9JMFS0](https://www.youtube.com/watch?v=3RJRZ9JMFS0)

# CHECKING FOR UNDERSTANDING:

- HOW DO YOU KNOW THAT YOU MAY BE IN A CONFLICTING SITUATION? DESCRIBE WHAT YOU FEEL.
- IN WHAT WAYS CAN YOU AVOID A CONFLICTING SITUATION?
- IN WHAT WAYS CAN YOU WORK THROUGH CONFLICT?
- WHY IS COMMUNICATING WITH RESPECTFUL LANGUAGE IMPORTANT?
- WHY IS LISTENING AN IMPORTANT PART OF COMMUNICATION?
- WHY IS IT HELPFUL TO PUT YOURSELF IN THE OTHER PERSONS SHOES?
- GIVE AN EXAMPLE OF A “YOU” STATEMENTS THEN GIVE AN EXAMPLE OF AN “I’ STATEMENT.
- WHAT DO YOU DO IF YOU FEEL LIKE YOU CAN NOT HANDLE A SITUATION?

## SOURCES:

[HTTPS://BRANDONGAILLE.COM/CONFLICT-RESOLUTION-STRATEGIES-FOR-THE-WORKPLACE/](https://brandongaille.com/conflict-resolution-strategies-for-the-workplace/)

[HTTP://WWW.NOTEY.COM/@HUBSPOTMKTGBLOG\\_UNOFFICIAL/EXTERNAL/8558555/HOW-TO-CALM-YOUR-BRAIN-DURING-CONFLICT-INFOGRAPHIC.HTML?UTM\\_CONTENT=BUFFER8E58E&UTM\\_MEDIUM=SOCIAL&UTM\\_SOURCE=PINTERES  
T.COM&UTM\\_CAMPAIGN=BUFFER](http://www.notey.com/@hubspotmktgblog_unofficial/external/8558555/how-to-calm-your-brain-during-conflict-infographic.html?utm_content=buffer8e58e&utm_medium=social&utm_source=pinterest.com&utm_campaign=buffer)