

April: WEEK FOUR



CONFLICT RESOLUTION

THE AGENDA:

*Discussion: What does the term conflict resolution mean?
What are the basic needs for conflict resolution?
What are some examples of conflicts you have witnessed or
participated in lately? How were they resolved?*

- ◇ Role play conflict resolution using the steps described in the worksheet:
Address the problem
Generate possible solutions
Evaluate the possible solutions
Decide on a solution
Put the solution into action



- ◇ Learn to count to ten in a foreign language. Research it yourselves or ask a language teacher for help.



- ◇ Get long paper from the art room and trace each other.
- ◇ Make your own play dough or magic mud—make sure to clean up after yourselves!

STEPS TO RESOLVE A CONFLICT:
(can be done using role-play)

Control emotions – Use relaxation techniques. Take yourself out of the situation. Express your feelings assertively.

Identify the reason for the conflict – Who is responsible? If it is needed, take time away from the person to think about the conflict and plan a strategy to resolve.

Ask the person if he/she has time to talk.

Tell the person how you are feeling (i.e., I am feeling upset right now).

Tell the person why you are feeling like you are (i.e., you feel she is not doing her share of the work on your group assignment)

Listen. Listen. Listen. Allow the person to respond.

Discuss with the person different alternatives for resolving the conflict.

Continue to discuss calmly.

If the conflict cannot be resolved and/or you are getting angry, inform the person that you need to leave and you would like to talk about it later.