

- Conflicts and Resolutions



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What Are Conflicts?

Talk with a Partner!

- Conflicts is when two or more people, ideas, or behaviors clash

There are four different types of conflict. Can you name an example of each?

Intrapersonal: Within one Individual (Internal Struggle)	Interpersonal: Between Individuals (An Argument)
Intragroup Within one Group (Within a Business)	Intergroup Between Groups (Politics?)

IMPORTANT: Conflict is all around us and is a normal part of life!

What we must learn is:

HOW TO HANDLE AND RESOLVE CONFLICT



Why is this a conflict? What sort of conflict is it?

<https://youtu.be/dZmZzGxGpSs>

How do we Resolve Conflicts?



- Find TWO partners!
- One person: Make a fist
- Other two people: try to find ways to open their fist! (About 30 seconds)

**WHAT SORT OF STRATEGIES DID YOU
USE AND WHY?**

HOW CAN WE SOLVE THIS CONFLICT?
WHAT ARE YOUR SUGGESTIONS?

Person A:

You've recently bought a pair of expensive shoes. Your friend broke into your gym locker and wrote all over them with a permanent marker. They're ruined. You feel hurt and somewhat violated.

Person B:

Your friend's been bragging about his or her expensive shoes to everyone. Yesterday he or she made fun of the way you were dressed in front of your entire class. You felt humiliated and angry, and you wanted to teach him or her a lesson, so you broke into his or her gym locker and wrote all over the shoes.

Quickly Read and Discuss as a Class What Went Wrong Here:

Person A: *“Hey, why did you touch my stuff?”*

Person B: *“Whoa, I didn’t think this would be such a big deal...”*

Person A: *“You’re lying. You totally blew this whole thing out of proportion. Now my shoes are ruined, and they were really expensive. I’m so angry about this!”*

Person B: *“But you –”*

Person A: *(Interrupting) “I don’t want to hear it. You’re always putting words in my mouth.”*

Person B: *“Who cares about the shoes? Your parents can just buy you another pair. They buy you everything else you want.”*

Person A: *“You don’t know me. You don’t know my parents.”*

Person B: *“Yeah, I do. You’re all stuck-up. How does it feel to have the nasty shoes now?”*





HERE ARE SOME SUGGESTIONS TO HANDLE CONFLICTS

Take Time to Cool Off

Issues can't be dealt with unless emotions are worked through.

Try to Imagine What It's Like in the Others' Shoes

What sort of struggles are they facing? How can you help?

Know Your Aim

Knowing what is important to you in the conflict and stating it clearly makes it more likely that your needs will be met and that the conflict will be resolved.

Actively Listen and Never Assume

What is the other person trying to say? Can you understand where they are coming from? Don't think without checking for sure that you know what is happening with them.

Compromise

Use both needs as a basis for problem solving together.

Forget the Past and Stay in the Present

What is important is to change how things are done in the future, not focus on past mistakes.

ARE THERE ANY OTHERS YOU CAN THINK OF?



REVIEW

- What did you learn about conflicts?
- What are some techniques for solving conflicts?
- How will you approach conflicts in the future?



ANY QUESTIONS?