

WHAT IS CONFLICT?

- A direct opposition, a clash, or a disagreement between people
- Conflicts may arise from differences of opinion, beliefs, or values, as well as from prejudice, stereotypes, and discrimination
- Conflict may not necessarily be a bad thing

WHAT IS CONFLICT RESOLUTION?

*Working through and resolving disputes
without violence*

*Diffusing or stopping a conflict before it
escalates*

Have you been in a conflict?

How did you resolve it?



CONFLICT
RESOLUTION

Educati

cial Change

Know Your Options

- Walk away
- Find someone to mediate
- Talk through it calmly
- Agree to disagree



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Talking Through It

- ❖ **STEP BACK:** count to ten, cool off
- ❖ **LISTEN** with respect: clarify the issues/identify the problem, active listening
- ❖ **STICK TO THE ISSUES**, avoid personal attacks (use “I” statements)
- ❖ **GET HELP:** find someone to mediate the situation for you
- ❖ **DISCUSS** possible ways to resolve the conflict
- ❖ **AGREE** on a solution or agree to disagree

What would you do?

- You're in the library looking for a book for your history assignment on WW1 and you can't find anything. You are so frustrated. How will you ever get this assignment done without a book? You turn to leave the library and see the book you need sitting on an empty table. You pick it up and are about to check it out when you hear a voice saying, 'Where are you going with my book?'

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What would you do?

At lunch time, someone bumps into you while you're eating fries. All of your fries fall to the ground and ketchup gets on the other person's shirt. The other person says you should watch where you're going and gets upset because their shirt is ruined. You're upset because this person made you spill the lunch you just paid for, and you don't have money to buy more.

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THINGS TO REMEMBER

- It's okay to disagree
- There isn't always one right answer
- Everyone deserves to be respected
- Practice non-judgment
- Disagreement can sometimes be positive

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