



Conflict

- **Natural part of life**
- **Can be handled positively or negatively**
- **Can have creative or destructive results**
- **Can be positive force for growth and change**



Conflict

- **Conflict occurs within groups**
- **Conflict occurs between groups**
- **Win/lose**
- **Win/win**
- **Positive, peaceful and respectful outcomes**



Basic Needs

- **Belonging**
(loving, sharing, cooperation)
- **Power** (achievement, respect, recognition)
- **Freedom** (to make choices)
- **Fun** (laughing and playing)



Limited Resources

- **Time**
- **Money**
- **Property**



Different Values

- **Honesty, equal rights and fairness**
- **Difficult to resolve**
- **Personal attack**
- **Don't need to change your values**

Just.....

- **Acknowledge the other persons values**



Responses to Conflict

- **Avoidance**
- **Confrontation**
- **Communication**



Avoidance

Behaviour"

- ✓ Withdrawal
- ✓ Ignoring situation
- ✓ Denying feelings

Result :

- ✓ Doubt
- ✓ Anxiety
- ✓ No resolution
- ✓ Basic needs not met



Confrontation

Behaviour:

- ✓ Anger
- ✓ Verbal or physical threats
- ✓ Aggression
- ✓ Withdrawal of money/ favours/ affection
- ✓ bribery

Result:

- ✓ Win/ lose
- ✓ No resolution



Communication

Behaviour :

- ✓ **Compr omise**
- ✓ **Common under standing**
- ✓ **Cooper at ion**

Result :

- ✓ **Win/ win**
- ✓ **Bot h get needs met**
- ✓ **r esolut ion**



Active Listening

- **Tone of voice**
- **Eye contact**
- **Facial expression**
- **Posture**
- **Gestures**



Clarifying

Open ended questions or statements:

- **How did you feel about that?**
- **Tell me what happened next in the situation?**
- **What do you think is keeping you/ us from reaching agreement about this problem?**



Clarifying

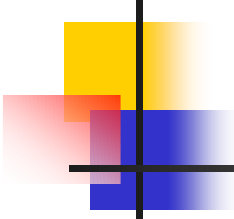
Closed questions:

- **Did you feel angry when that happened? (yes or no question)**
- **You've been fighting for a long time (no response needed)**
- **Do you think you can reach an agreement about this problem? (yes or no question)**



Summarizing

- Restate facts/ important information
- Organize interests
- Discard extra information
- Reflect feelings



Roadblocks to Communication

- **I n t e r r u p t i n g**
- **O f f e r i n g a d v i c e**
- **J u d g i n g**
- **L a u g h i n g o r r i d i c u l i n g**
- **C r i t i c i z i n g**
- **B r i n g i n g u p y o u r o w n e x p e r i e n c e s**



Rules for Fighting Fair

- Identify the problem
- Focus on the problem
- Attack the problem not the person
- Listen with an open mind
- Treat the other person with respect
- Take responsibility for your actions



Fouls

- **Blaming**
- **Name Calling**
- **Threats**
- **Put - downs**
- **Bossing**
- **Making excuses**
- **Not listening**
- **Getting even**
- **Bringing up the past**
- **Sneering**
- **Not taking responsibility**
- **Physical aggression**



Questions to ask yourself

- **Who was involved?**
- **How did you feel?**
- **What did the other person want?**
- **What did you want?**
- **What limited resources were involved?**
- **What different values were involved?**
- **What were the unmet basic needs behind the conflict?**



Some suggestions:

- **“I think this is the problem”**
- **“Wait, maybe we’re getting off track. Let’s focus on the problem”**
- **“Hang on, we / you are attacking each other. We need to attack the problem not the person, OK?”**
- **“I think this is what you said. Is that correct?”**
- **“I am trying to understand how you feel.”**
- **“You are responsible for carrying out your decision”**
- **“We agreed to respect each other. Fouls are not acceptable.”**



Guidelines

- Hand up if you want to say something
- Chair recognizes speaker
- Listen with respect even if you don't agree
- Acknowledge what the other person has said before disagreeing.
- Don't get cathected!



Mediation

- Acknowledgement that there is a dispute
- Wish to resolve the dispute by both parties
- Ground rules
- Listen to one side/summarize
- Listen to other side/summarize
- Brainstorm solutions/consequences
- Agree on solution
- Caucusing

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