

Conflict Resolution

Purpose: To teach participants how to resolve their own conflicts or conflicts between others.

Objectives: This workshop will:

- use good listening skills and communication skills
- provide tools and skills to effectively resolve conflicts

Benefits: Participation in this workshop will help you to:

- become a peer mediator in conflict resolution

Supplies: Some supplies are optional or can be substituted for other materials

- Overhead projector with transparencies or overhead markers
- Four Signs with fox, lion, turtle, and bird written on them
- “Drama Cycle” handout
- “Conflict Resolution” handout
- “Conflict Resolution Guide” handout

Part 1 (15 min): Introduction to Workshop

1. Introduce yourself
2. Review the “Purpose, Objectives and Benefits” (POB).
3. Activity—“Which animal are you?” The purpose of the activity is to have participants recognize their personal reaction to conflict.
4. Have four signs posted around the room. Write the names of the following four animals on the four signs: fox, lion, turtle, and bird (one animal per sign).
5. Discuss how each animal reacts to conflict. Possible interpretations:
 - Fox = confrontation
 - Lion = fights, dominates
 - Turtle = hides, scared
 - Bird = flies away
6. Ask everyone to go stand under/near the sign with the animal name that corresponds to the way the participant reacts to conflict.
7. In each animal group, have participants discuss what the people have in common at each animal station and how that’s different from the other animals.
8. Have one person from each animal group share back with the group what they each had in common and how they are different from the other groups.
9. After all four groups have shared, remind participants that everyone reacts to conflict in different ways and that today’s workshop is going to teach them how to resolve conflicts in a peaceful manner.

Part 2 (15 min): Why do conflicts occur?

1. Ask participants to talk to a partner about why conflicts occur. After about a minute or two, have two pairs get together and discuss what they came up with.
2. Have a discussion about how conflict is a natural disagreement resulting from individuals or groups that differ in attitudes, beliefs, values or needs. It can also originate from past rivalries and personality differences. Inform participants that conflict is not always negative. In fact, conflict can be healthy if managed effectively. It can lead to growth, innovation, collaboration, or new ways of thinking.

3. Ask participants how they know when there is a conflict or drama.
 - People may not be talking to each other
 - People may not be hearing each other
 - People misunderstand or misinterpret what is communicated!!!
MISCOMMUNICATION!!!
4. Ask participants to think of a time when they were in some type of drama or a time when they were surrounded by some type of drama. How did they feel? What did they do to resolve the problem? Have a couple of participants share with the rest of the group. Remind participants that this is a safe space and that confidentiality should be exercised.

Part 3 (15 min): Conflict Resolution

1. Distribute “Drama Cycle” handout and discuss what leads to physical, verbal and/or cyber abuse:
 - Hot tempers
 - Harassment
 - Miscommunication
 - Lack of Information
 - Insults/Rumors
2. Ask participants: Once drama or a conflict has been identified, how can we effectively resolve it?
3. Distribute “Conflict Resolution” handout and review handout with the participants.
4. Remind participants that leaders and mentors will always be looked to or might be in a position to help resolve conflicts. You will need:
 - a. Objectivity—don’t get personal or take sides.
 - b. Good listening skills (refer to communication workshop).
 - c. Patience!
5. Distribute “Conflict Resolution Guide” handout and review the handout with the participants.

Part 4 (10 min): Role-Playing

1. Pair up participants into groups of three. Ask participants to assign themselves to roles: Sam, Alex, and Mediator.
2. Provide the following scenario: *In the morning, the security guard brings in two students (Sam and Alex) to the front office. The security guard states, “They were fighting outside of the bathrooms. I didn’t see what started it. I’m concerned about Sam’s violent verbal and physical behavior.”*
3. Have participants role-play and the mediator try to find a solution. Participants can refer to the “Conflict Resolution Guide” handout for help.
4. After role-play, have all mediators form a circle and do a fishbowl exercise. Ask them to debrief together. How they feel? Was it easy? What was the most stressful part?

Part 5 (5 min): Workshop Debrief

1. Relevant Questions
 - Ask participants on a scale of 1-5, how do they rate their mediating skills and why.
 - What do you feel was the most important thing you learned from today’s presentation?

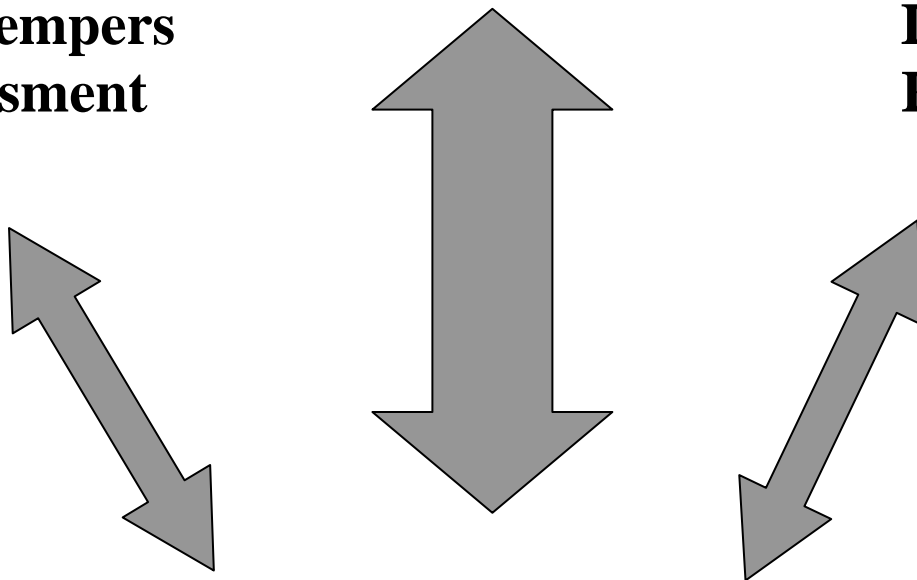
2. This workshop was meant to help you learn how to resolve your own conflicts or conflicts between others in hopes of you becoming a peer mediator. You learned to use good communication and good listening skills to help you resolve a conflict.
 - Were the objectives met?
 - Remind participants that mediating is very difficult and that it will take practice!!!
3. Ask if any of the participants have any questions about the presentation.
4. Thank the participants for their participation!

The DRAMA Cycle

**Miscommunication
Lack of information**

**Hot Tempers
Harassment**

**Insults
Rumors**



**Physical, Verbal and/or
Cyber Abuse**

Conflict resolution presents people with ways to more effectively deal with tension, but also provides individuals with the tools necessary to manage feelings of aggression, frustration, and violence.

CONFLICT RESOLUTION

Three Basic Conflict Styles:

1. Avoidance
2. Confrontation
3. Problem-solving

Active Listeners:

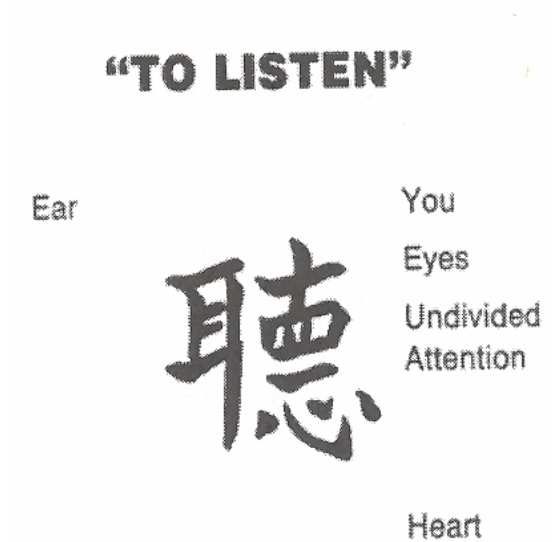
1. Listen politely
2. Ask questions for clarification
3. Repeat what was said in your own words
4. Summarize
5. Acknowledge speakers point of view, feelings, etc.

Conflict Resolution:

1. Choose an appropriate time and place
2. Identify the problem
3. Brainstorm solutions
4. Agree on a solution
5. Avoid compromise or win/lose situations
6. Always try for win/win situations
7. Respect the rights and values of others
8. Check back later to ensure the solution is working

Resolution Requires:

1. Moving to agreement
2. Honoring all concerns
3. New actions
4. Commitment to relationships
5. Going past positions
6. Letting go of blame
7. Letting go of punishment
8. Recognizing their value
9. Willingness to learn
10. Courage to change
11. Compassion to forgive



The most important tool

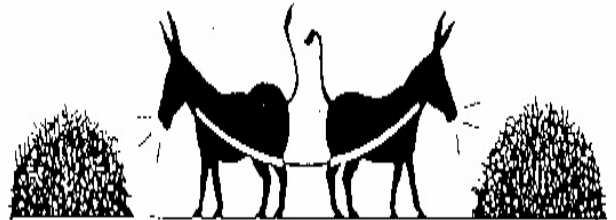
Compromise and win/lose situations almost always produce dissatisfaction in everyone.

CONFLICT RESOLUTION GUIDE

STEP #1:

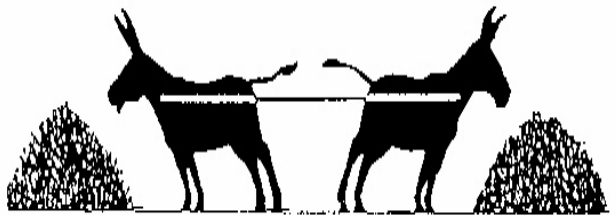
Person #1: TELL YOUR SIDE of the story

- Facts
- Describe WHAT happened...NOT WHY it happened
- Use "I" statements
- Be respectful



Person #2: LISTEN ACTIVELY

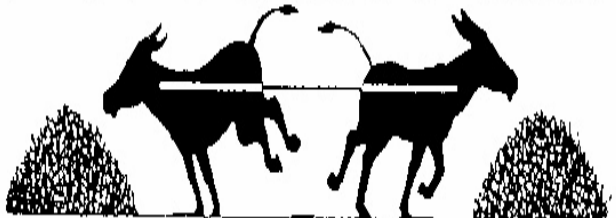
- Can ask questions to clarify a point
- When the person is finished, repeat what you heard
- Please DO NOT change, or add anything



STEP #2: REPEAT STEP #1 with roles reversed

STEP #3: CLARIFY the CONFLICT

- Checks with the students



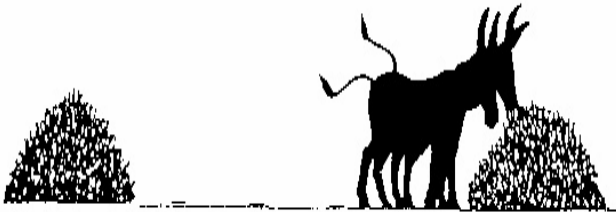
STEP #4: Everyone expresses FEELINGS (take turns)

- What did/do you feel?
- How would you rather feel?
- What are your needs? Hopes?
- Verbal vs. diagrams for different learning styles



STEP #5: How can we SOLVE this problem?

STEP #6: Select a WIN/WIN solution



STEP #7: Agree on FOLLOW-UP

- Consequences
- Checking back to be sure the solution works

STEP #8: CLOSURE

