

*CONFLICT*

*Resolution*

# Conflict

- \* What are some common causes of conflict?
- \* Is there more than one good way to solve a conflict?
- \* What kind of things can people say to escalate conflict?

Does the way you react to  
conflict depend on:

- \*If you know the person?
- \*Don't know the person?
- \*If something matters to you?
- \*If something doesn't matter  
to you?

# CONFLICT DEFINITION

- To be at odds with someone
- Strong disagreement
- To differ from their ideas/opinions
- Two or more people do not agree

# What is Conflict Resolution?

A skill that is being used in schools and communities across the country as a means of resolving conflict in a POSITIVE way.

# STEPS IN CONFLICT RESOLUTION

## 1. Gather Information

- Each party allowed to tell the story of what is causing the conflict.

# STEPS IN CONFLICT RESOLUTION

## 2. Define the problem/s

- A mediator restates the facts from both sides of the story.
- A mediator is a neutral third party that facilitates the conversation and sets the ground rules.



# STEPS IN CONFLICT RESOLUTION

## 3. Identify alternative solutions

- Both parties can propose solutions.



# STEPS IN CONFLICT RESOLUTION

## 4. Identify a possible solution

- Mediator revises possible solutions based on the feelings of both parties.
- Negotiation is conferring with one another and coming up with a solution.

- Negotiation is used to provide both parties with some of what they want.
- Parties will discuss what happens if one of them breaks the agreement
- Each participant is asked to tell friends that conflict has been resolved (WHY?)

# STEPS IN CONFLICT RESOLUTION

## 5. Reach an agreement

- Mediator helps each party accept an agreement that would work for each party
- Agreement written down and both parties sign the agreement

# Assignment:

## PLEASE EMAIL ME:

1. Subject Line: Conflict Resolution

2. Body (1):

What prevents us from facing conflict?

3. Body (2):

What stops you from addressing conflict in your life? How have you handled a situation in the past where you have had conflict with someone?

4. Conclusion: Your Name

(This is not an attachment, just an email to me, LAST ONE!)