



Conflict Resolution Skills

Interpersonal
Conflict



Intrapersonal
Conflict

Conflict is normal

If not dealt with it can be harmful.
It's how we deal with conflict that is important.

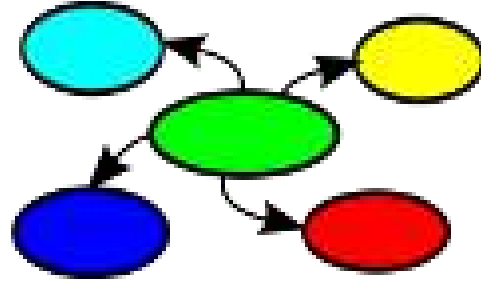


Let's look at steps to resolve conflict

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Conflict resolution

Map it!



Use “I” sentences

Formula is:

1. I feel
2. When....
3. Because

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4. And I would like.... (to happen/to be done)

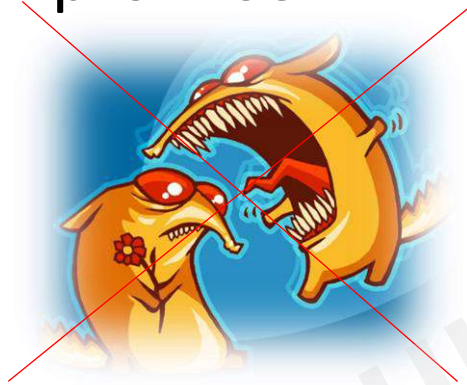


Using the **I** sentences

1. **I feel** - You say honestly HOW YOU feel.
Eg. I feel scared, worried, upset, angry, sad.... Etc.
2. **When....** Give specifics....
When I am called names, gossiped about, my homework is copied, I am lied to....
3. **Because** Give a clear logical reason, for example,
because it is untrue / unfair / I did not do what you accused me of /
a good friend would never do that.....
4. **And I would like....** (to happen/to be done)
Give the ideal situation or outcome, or solution you want.
Eg. For us to be friends again, an apology, a promise that this won't happen again.

Apply assertive skills to resolve interpersonal conflicts

- polite, firm, compromise
- No aggression



Listening and rephrasing skills to resolve interpersonal conflicts

Listen!



Don't Interrupt – give person a chance to speak
Rephrase for clarity



Apply self control skills to prevent and resolve intra- and interpersonal conflicts

Stay in control of your emotions and the situation

Tips to do this:

- Avoid being over-emotional. Calm self right down.
- Ask for time-out to remove self from situation.
- Decide how angry you want to be; it is your choice.
- Count to 500 or more before saying anything
- Go for short walk / jog
- Breathing
- Listening to music and rhythm
- Go out for short jog or walk.
- Breathing
- Listen to the music
- Write a letter to express yourself then throw away
- Visualise or imagine yourself calming down
- Imagine yourself in 10 years. Would it be an issue?



Negotiation and Mediation skills need to be applied



Talk through the conflict –
trade words

Plan beforehand, list your needs
and demands from other party

Describe ideal outcome for both of you

Look at what you both want
Then start with what you have in
Common that you want

Try to be fair about it – no agendas!
It may mean compromise

Look at it as a partnership
With aim of reaching agreement
Not as opponents

To mediate means to keep the peace
A referee cant take sides
And has to be fair to everyone

Mediator's main task is to ensure
Everyone listens to each other
Give equal turns and
STAY CALM AND POLITE
Remember, you have to stay focused
on reaching an agreement

How do we initiate, build and sustain positive relationships?

- Communication is about understanding others and communicating feelings, beliefs and attitudes.
- Initiate relationships
- Communicate that you understand showing empathy
- Communicate that you understand by applying listening skills

- Communicate your feelings, beliefs and attitudes

I feel.....

I believe that.....

My attitude is that.....

I think that.....

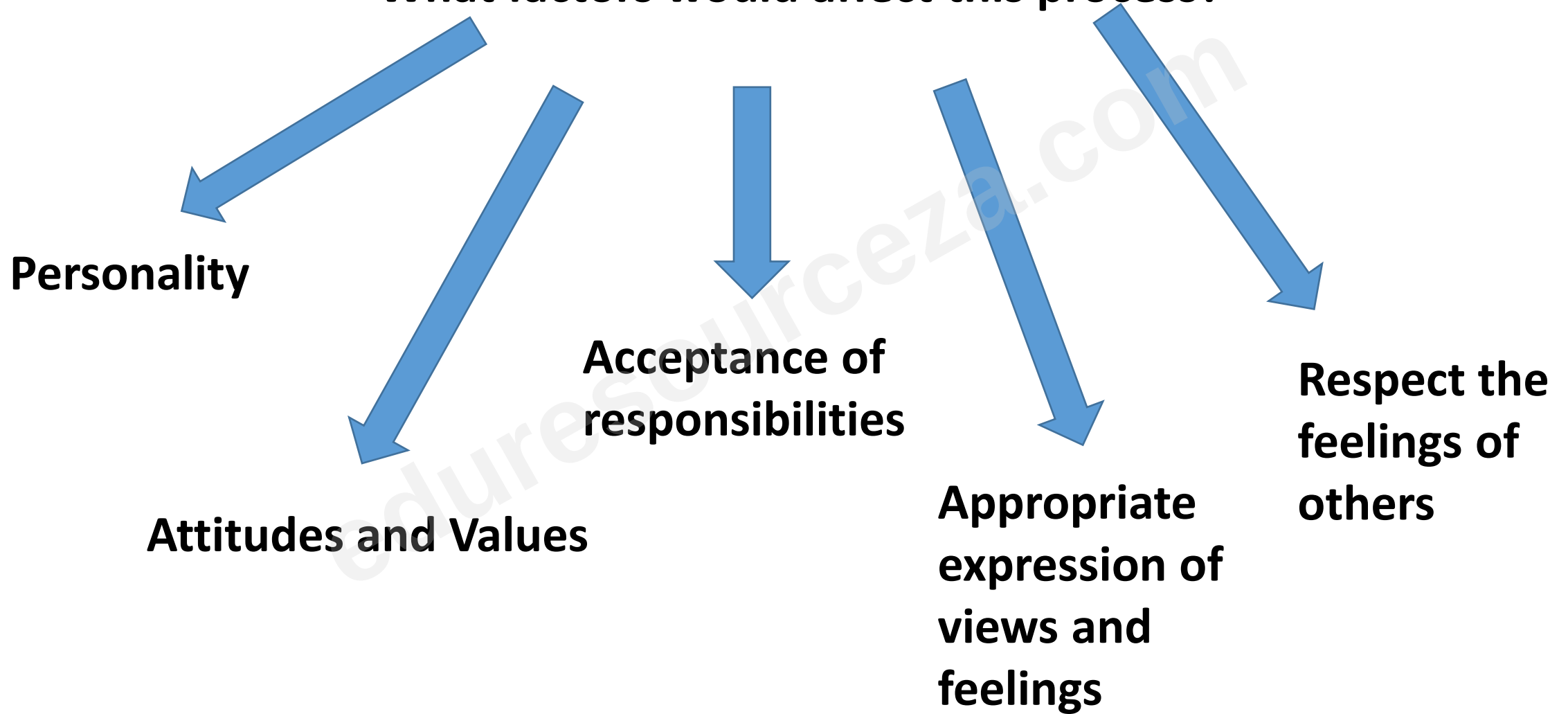
I trust in.....

My values are.....

Effective Communication

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What factors would affect this process?



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Personality

- Often if someone is more **outgoing (extroverted)** they are better able to communicate
- Sometimes if people are less outgoing (**introverted**) they are less able to effectively communicate.
- People who are **confident** are more likely to speak out about what they see and feel effectively
- Some personalities are **intimidating** and people are less likely to communicate with them thus hindering effective communication.
- People are less likely to communicate (seek help from or confide in) harsh and **judgmental** personality types thus standing in the way of effective communication.
- Extroverts sometimes can speak well but **not always listen** well and this hinders effective communication.
- Introverts sometimes can listen well but **not express themselves well** and this hinders effective communication.

Attitudes and Values

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- People who have an **open attitude** and listen are more likely to get **cooperation** than people who are critical
- People who have a **negative attitude** will convey this by their tone and body language and this will **hinder effective communication**.
- People who are **positive** will make other people **feel accepted** and will **increase effective communication**
- People who **value** other people will **communicate respectfully** regardless of differences
- People who are **okay with people thinking differently** to them don't feel they need to convince everyone to their way of thinking
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Acceptance of responsibilities

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- People who are responsible for **what they say** and the way they communicate are **able to admit** when they said something unfairly or inappropriately.
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- People who accept responsibility are **able to apologise** and not shift responsibility.
- People who accept responsibility **understand that they cannot use guilt or shame to manipulate** people when communicating.
- People who are responsible **do not sugarcoat issues** but acknowledge them truthfully and this increases **effective communication**.

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Appropriate expression of views and feelings

- **Acceptance** that people may have **different views** will help with effective communication because it will be more **appropriate**.
- Even though it is **important to be honest** it is **also important to be appropriate** in our expression of views and feelings.
- It means that you **can express yourself** but **not at the expense of hurting other people**.
- In order to appropriately express views and feelings a person must be a skilled communicator because it takes **restraint and self control**.
- People who understand appropriate communication understand that you do not speak in the same way to your principal as what you would to your best friend they understand there is an **appropriate way in which to communicate in different situations**.
- Appropriate communication indicates that **what you say and the way in which you say it matches**.
- **Body language and tone are congruent** with what you are saying.

Respect the feelings of others

- People who can communicate respectfully understand that different cultures and religions communicate differently.
- When you show compassion / empathy you are showing respect for others feelings.
- People who respectful do not dismiss other peoples feelings as unimportant they listen and are open.
- People do not judge others when they respectfully communicate.
- Respectful communication means you do not trivialise (make unimportant) what other people are saying or feeling.
- People who communicate with respect do not interrupt while other people are speaking as it hinders effective communication.

Why AVOIDANCE is not healthy in sustaining positive relationships

- It attempts to avoid directly confronting the issue at hand.
- Changing the subject or putting off a discussion until later will mean the problem has not been sorted out.
- It could result in people withdrawing from a relationship because they don't feel heard.
- An issue or problem cannot be resolved
- Conflict avoidance can actually create further conflict because it creates another point of contention.
- If an issue is avoided / not discussed people may think something else is actually wrong.
- Keep feeling inside and pent up can be harmful to our health.

Ways to approach conflict resolution

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- Start speaking your mind about small issues first and then build up to bigger issues that must be dealt with.
- **Be clear on what you want** you're going to be more successful if you clearly express yourself.
- Do not let people's feelings make you avoid dealing with an issue. They are responsible for the way they respond
- Don't feel guilty or shameful when you speak your truth be proud that you spoke up.
- Although conflict is not easy it is inevitable – you cannot go through life without it.
- Speaking your mind does not mean that you have to be rude or disrespectful communication is vital for a healthy relationship.

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Why CONFRONTATION is not healthy in sustaining positive relationships

- This behavior increases conflict rather than reducing or resolving it.
- Often it involves a “all or nothing” mentality and does not take the time or effort to analyse a situation.
- Being confrontational often ends up with unmanaged emotions and extreme behaviours
- Often this behaviour ends up blaming others and isn't focused on resolution of the issue.
- This behavior is not healthy because is negative and does not focus on a win – win situation.
- Confrontational people often are unable to reflect on their own behaviour and focus only on other peoples' behaviour.
- This behavior does seldom includes empathy which is important in effective communication
- People who confront could be doing it to avoid responsibility and this isn't healthy in a relationship.

Alternative ways to approach conflict resolution

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- There doesn't have to be an argument two people can differ and have a conversation.
- Approach people with understanding and good intentions if you start with anger you will end in anger.
- Consider the other person's state of mind Is he/she tired, under stress and bear this in mind when communicating.
- Consider if you have a control over your emotions about the issue and if you have the proper perspective / facts to discuss the issue.
- Hold off on the discussion if the time is not right especially if it is a potentially difficult conversation.
- Keep your head open to other thoughts and remember it doesn't have to be solved in one discussion





How do you manage change?

What happens when
there is change in the
ways things are right
now?

We all KNOW Change is a part of life.

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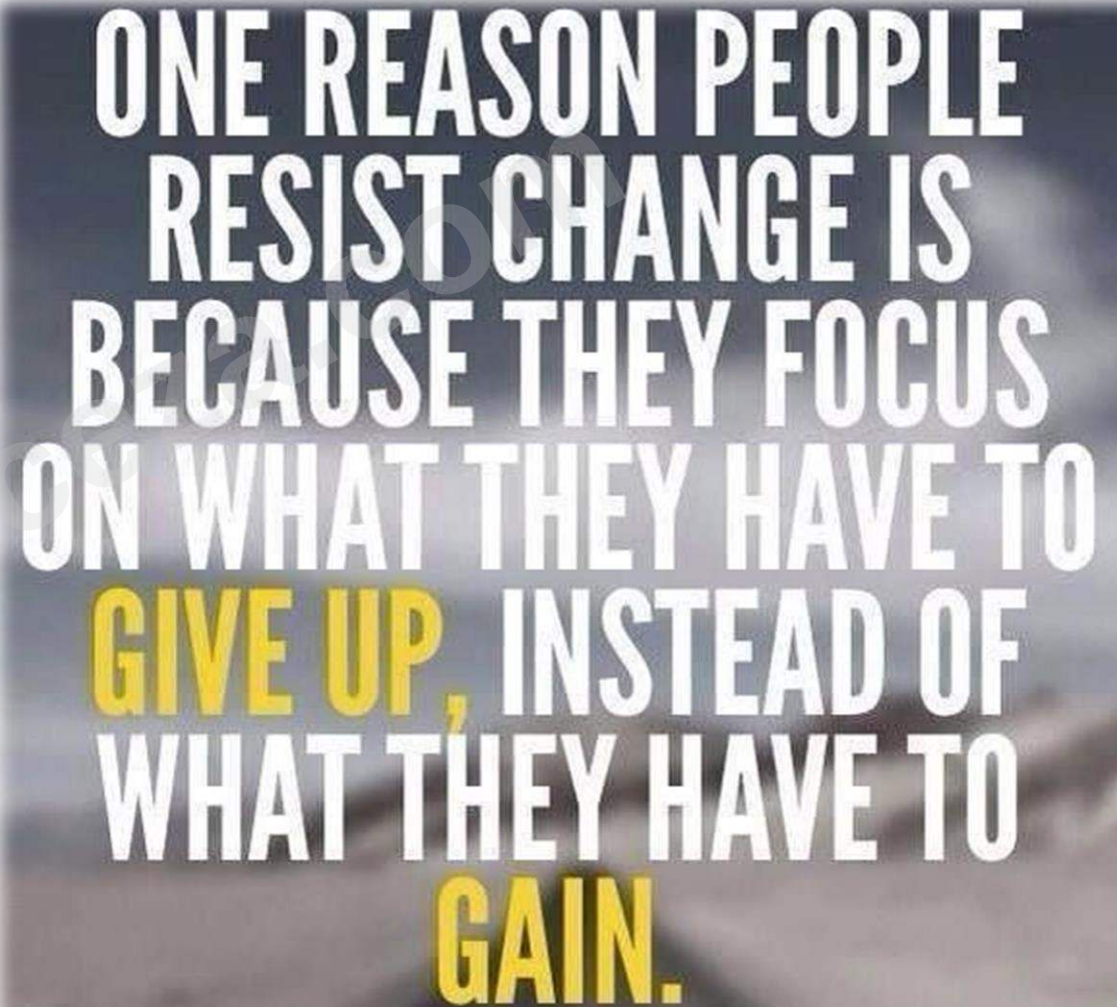
*Change is:
an act or process
through which
something **becomes
different.***

Change can bring

STRESS and CONFLICT

And how we handle this can determine
how smooth the ride is.

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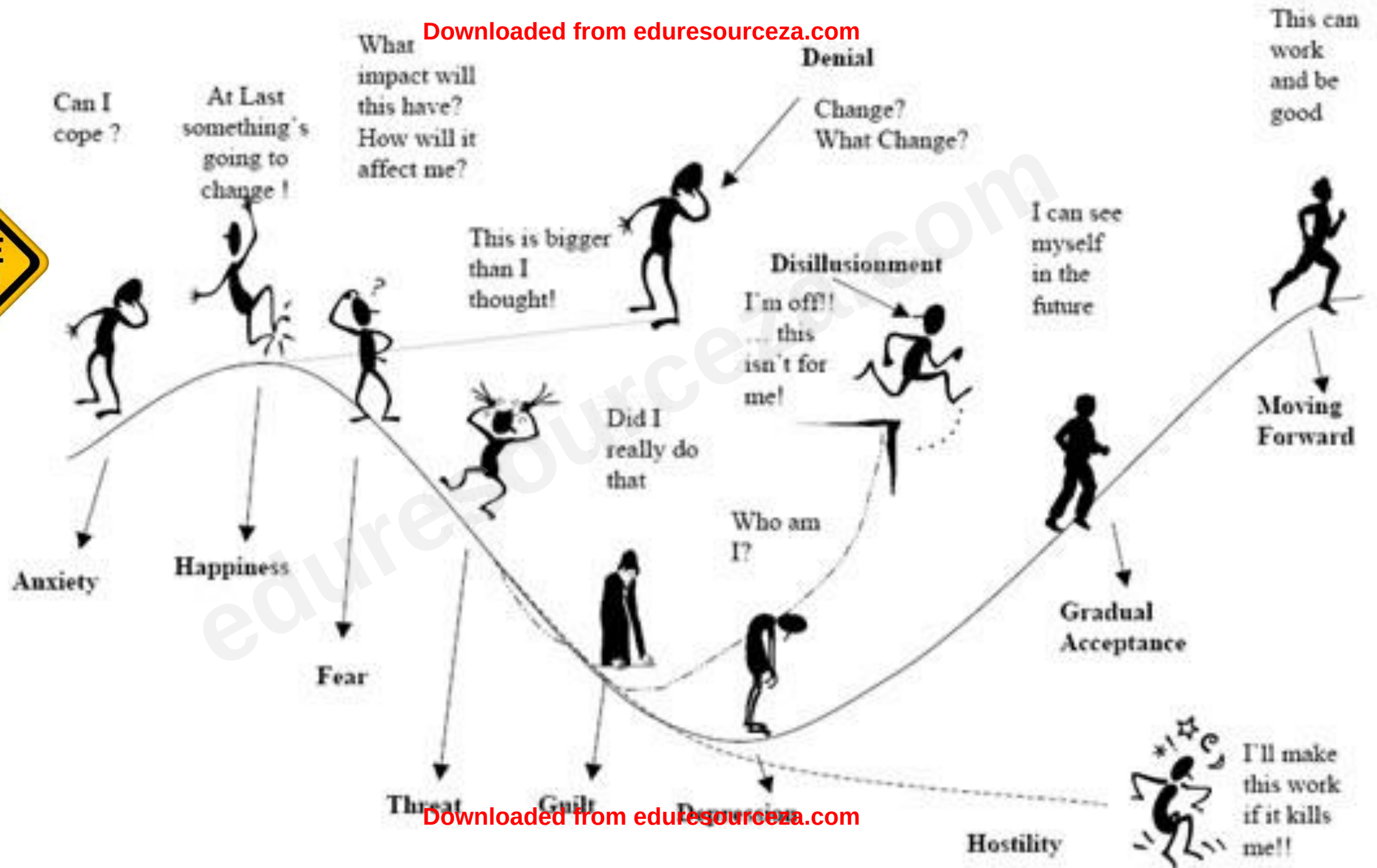
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RESIST CHANGE IS
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- Change is something that presses us out of our comfort zone. Change is for the better or for the worst, depending on where you view it. Change has an adjustment period, which varies on the individual to individual and from organization to organization.
 - Change is needed when all the props and practices of the past no longer work.
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In 1991, William Bridges published his book: *Managing Transitions: Making the Most of Change*. He says:

the population of people affected by a change form three groups:

- Those who welcome the change as a "New Beginning", and adapt quickly;
- Those who waver between hanging on to the past and moving on, spending a lot of time in the "Neutral Zone"; and
- Those who have trouble letting go at all.





Think About It



Change

As a grade 12 learner.... What changes do you think you are facing or about to face?

What emotions or feelings do you think you might experience during this time?

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Take some time to write down a response to these questions:

Transition between school and post-school destinations PG 27

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School		
A bell rings for each class.	You have to be your own timekeeper; there are no bells.	You have strict starting and ending times, but there are no bells.
Teachers take a register as attendance is compulsory.	Your lecturers don't force you to attend class. You may get a letter to say you can't write exams because you did not attend enough classes. By then it's too late and you fail.	Attendance is noted; you have to fill in a form if you are absent.
Teachers help you all the time. You can speak to teachers in or after class.	You have to make an appointment to meet lecturers if you need help. You may not always get an appointment. They expect you to be able to cope on your own.	It is assumed that if you qualify for a job, you will be able to do it.
Teachers know your name.	Very few lecturers know your name as there can be up to 500 students in a class.	Some colleagues may know your name and others not.
Teachers check up on you if you don't do your work.	Nobody checks if you work or not.	Your manager or supervisor may check up on you. It is assumed that you will do the work.
You get into trouble if you are late for school.	You have a lot of freedom. You can be late for lectures and it may not be noticed because there may be 500 students in the class.	You have to be punctual. Some workplaces have a clock card system, which clocks in your arrival and departure times.
Teachers give you lots of notes, summaries, free textbooks and extra help.	You have to make your own notes and summaries, buy your own textbooks and ask ahead of time if you need help.	You will have to ask for help. You may have to go on a training course if you are not coping.
You wear a school uniform.	There is no uniform. You can wear what you like.	There is usually a dress code that you have to follow.
You usually live at home, near home, or in a school hostel.	If there is no university near you, you will live far away from your home. This could be in a hostel, a rented room or with a family.	Your work may include travelling away from home.
Usually your family feeds and clothes you.	You have to sort out your own meals, clothes and laundry.	Your meals and clothes are your responsibility. A few workplaces will provide uniforms and some may provide food.

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POSITIVE AND NEGATIVE ASPECTS OF CHANGE

Positive

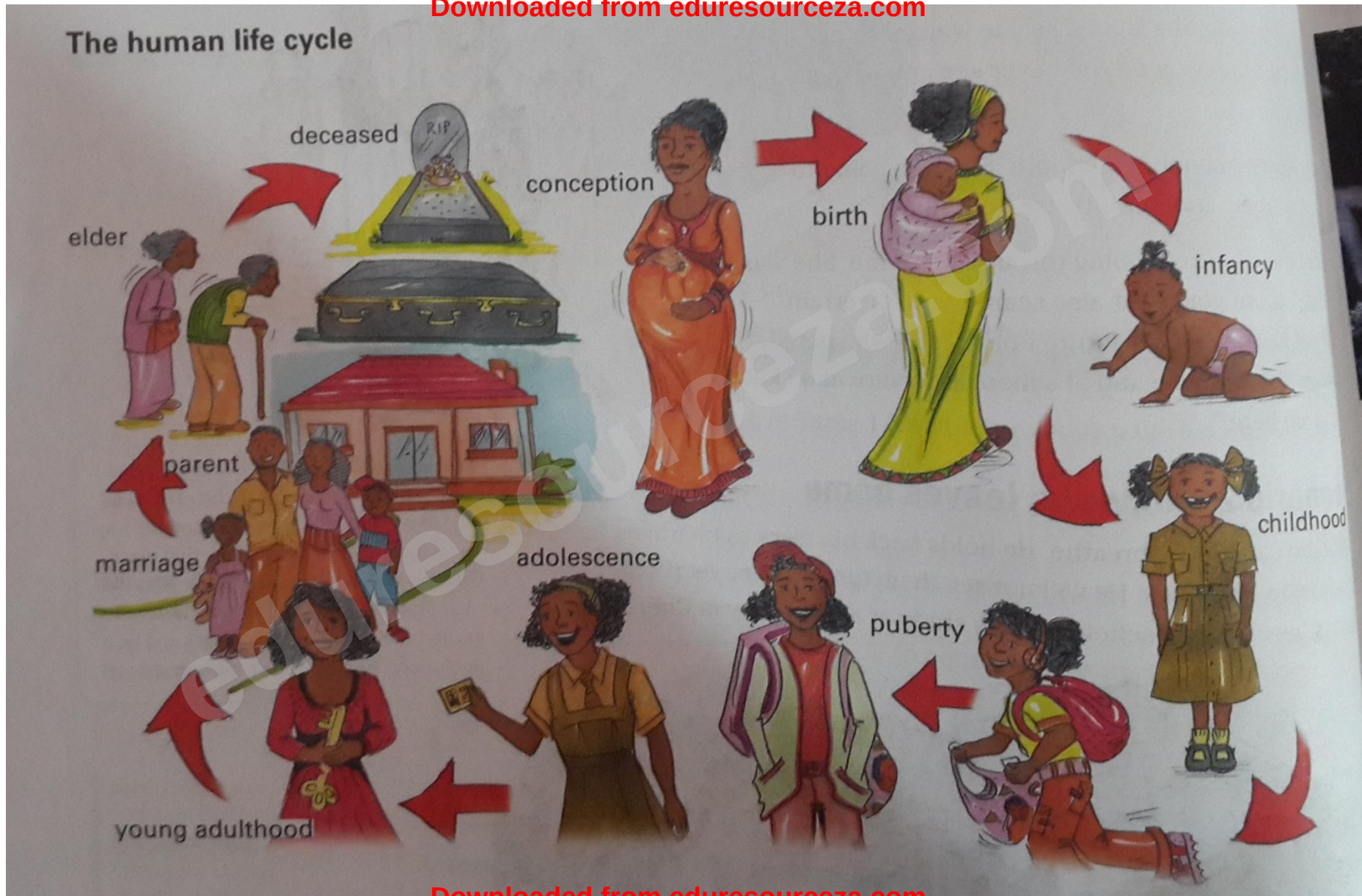
- Exciting
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- Can cause stress
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- May make you feel unsure and insecure
- Can be irritating; just when you get used to something, there is change
- Loss
- Fear of the unknown
- Threatening
- Painful, for example, illness
- Sorrowful, for example, death

Let's look at the lifecycle related to traditional practices

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Read pages 32 and 33 with more examples of traditional practices which have an impact on transition

No matter what changes you face, you CAN do this!



TASK: Conflict and conflict resolution

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Write an essay in which you:

Choose THREE of the following factors and discuss in your own words how they influence **effective communication**:

- Personality
- Attitudes and Values
- Acceptance of responsibility
- Appropriate expression of views and feelings
- Respect the feelings of others

3 x 4 (12)

1.2 Read the following and answer the questions that follow:

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Conflict Response Styles

- **Conflict Avoidance**
A person denies that there is a conflict and/or attempts to please others at his/her expense.
- **Conflict Confrontation**
A person attempts to settle a disagreement in a hostile, defiant and aggressive way.
- **Conflict Resolution**
A person uses conflict resolution skills to resolve a disagreement in a healthful, safe, legal, respectful, and non-violent way.

A) Advise a friend who responds to conflict by **AVOIDANCE** on why it is not healthy in sustaining positive relationships.

(2)

B) Advise a friend who responds to conflict by **CONFRONTATION** on why it is not healthy in sustaining positive relationships.

(2)

1.3. Recommend THREE ways in which a person should approach conflict resolution in order to sustain healthy relationships.

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3 x 2 (6)

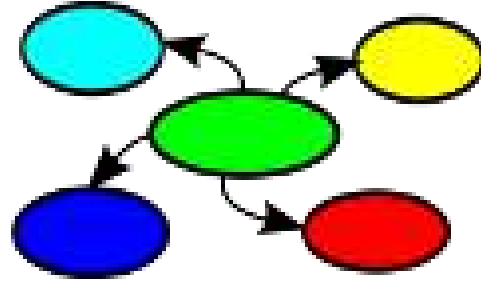
Following slides are printed out for learners:

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Conflict resolution

Map it!



Use “I” sentences

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4. And I would like.... (to happen/to be done)



Using the I sentences

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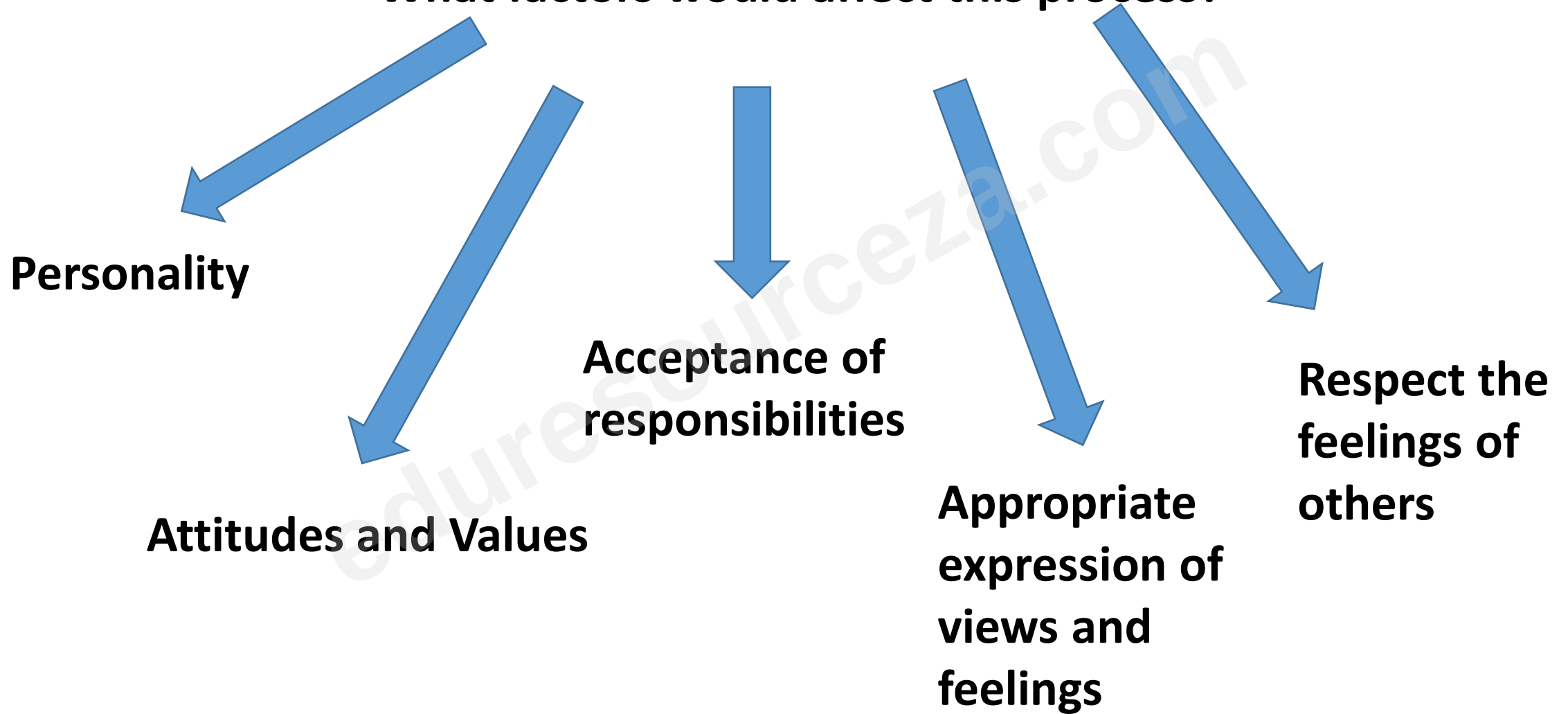
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Acceptance of responsibilities

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Ways to approach conflict resolution

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We all KNOW Change is a part of life.

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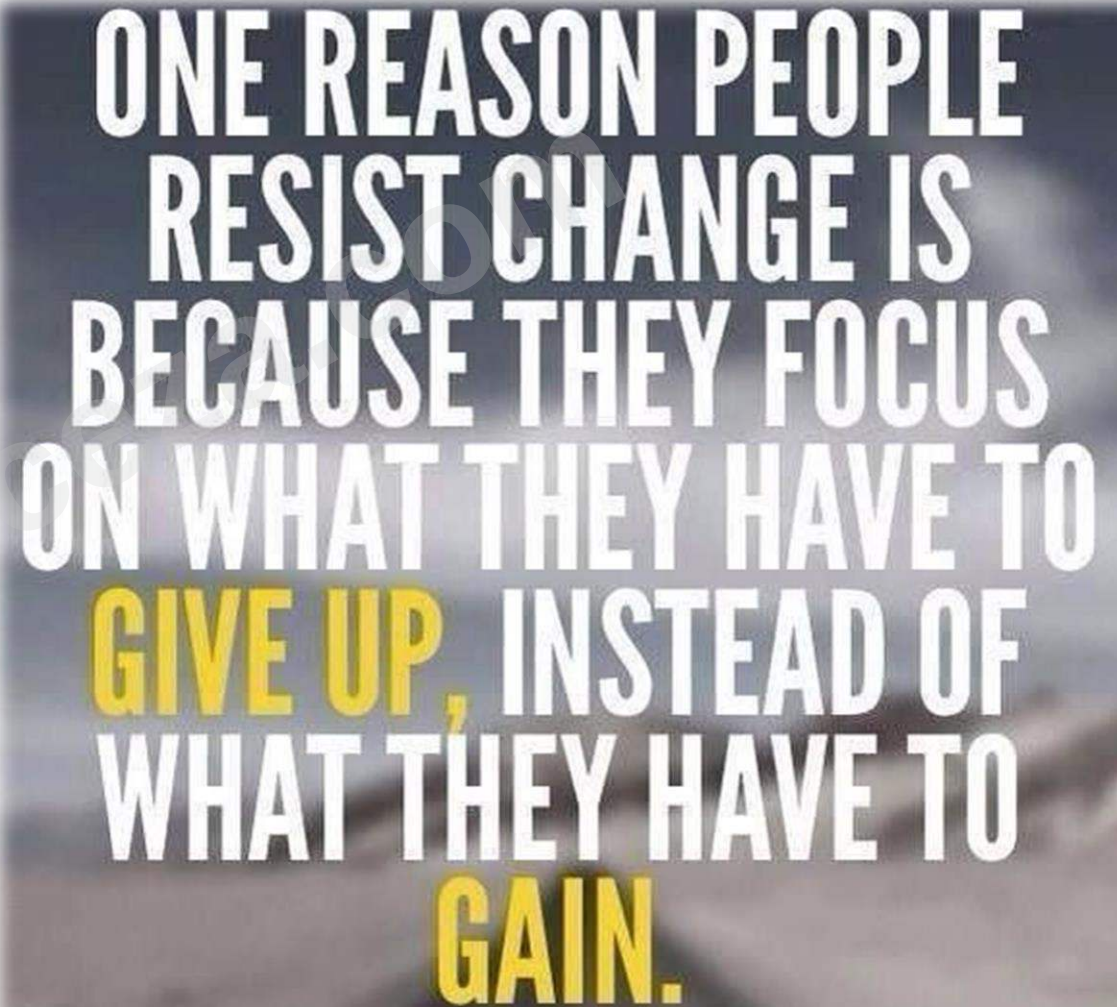
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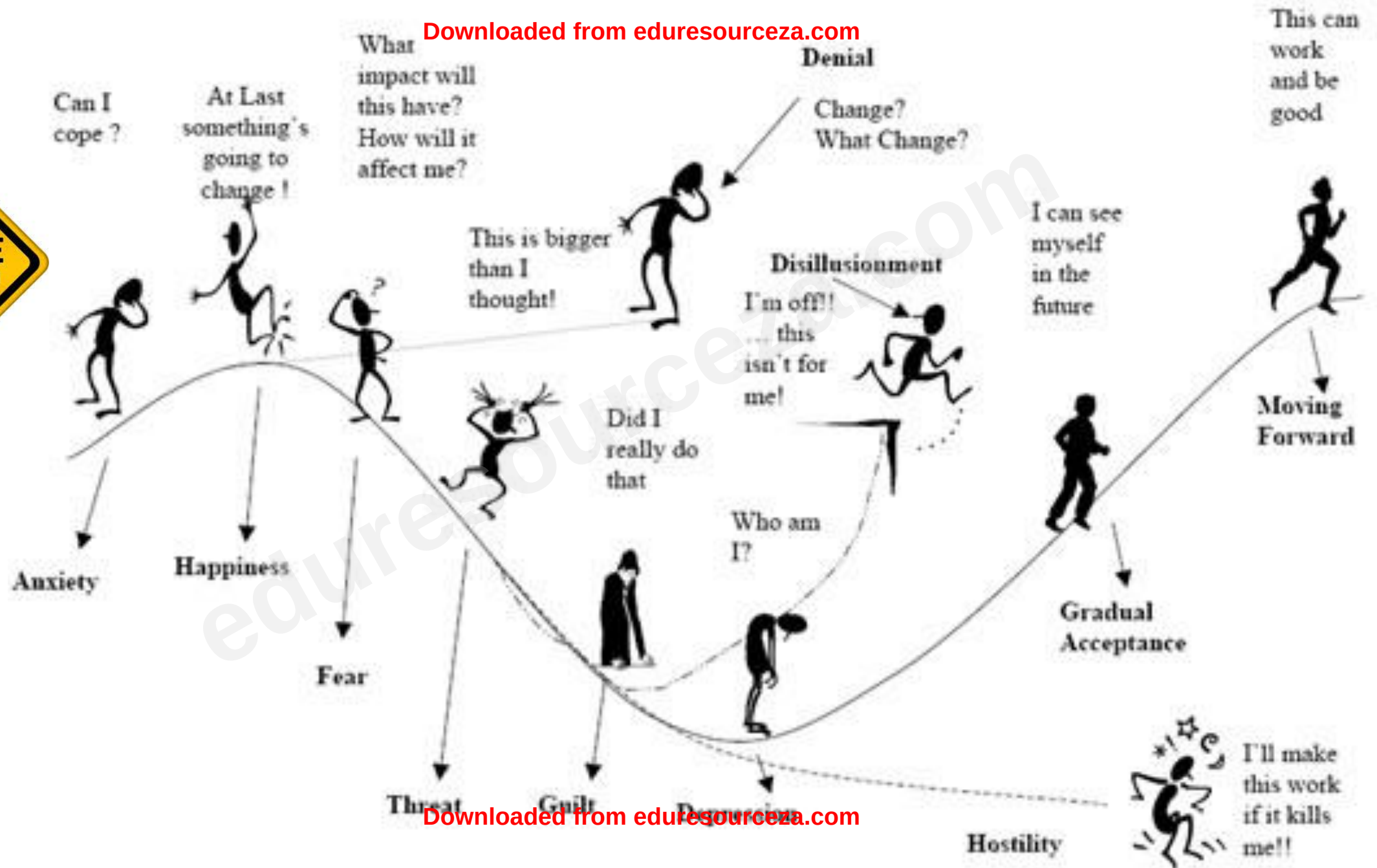
STRESS and CONFLICT

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Transition between school and post-school destinations PG 27

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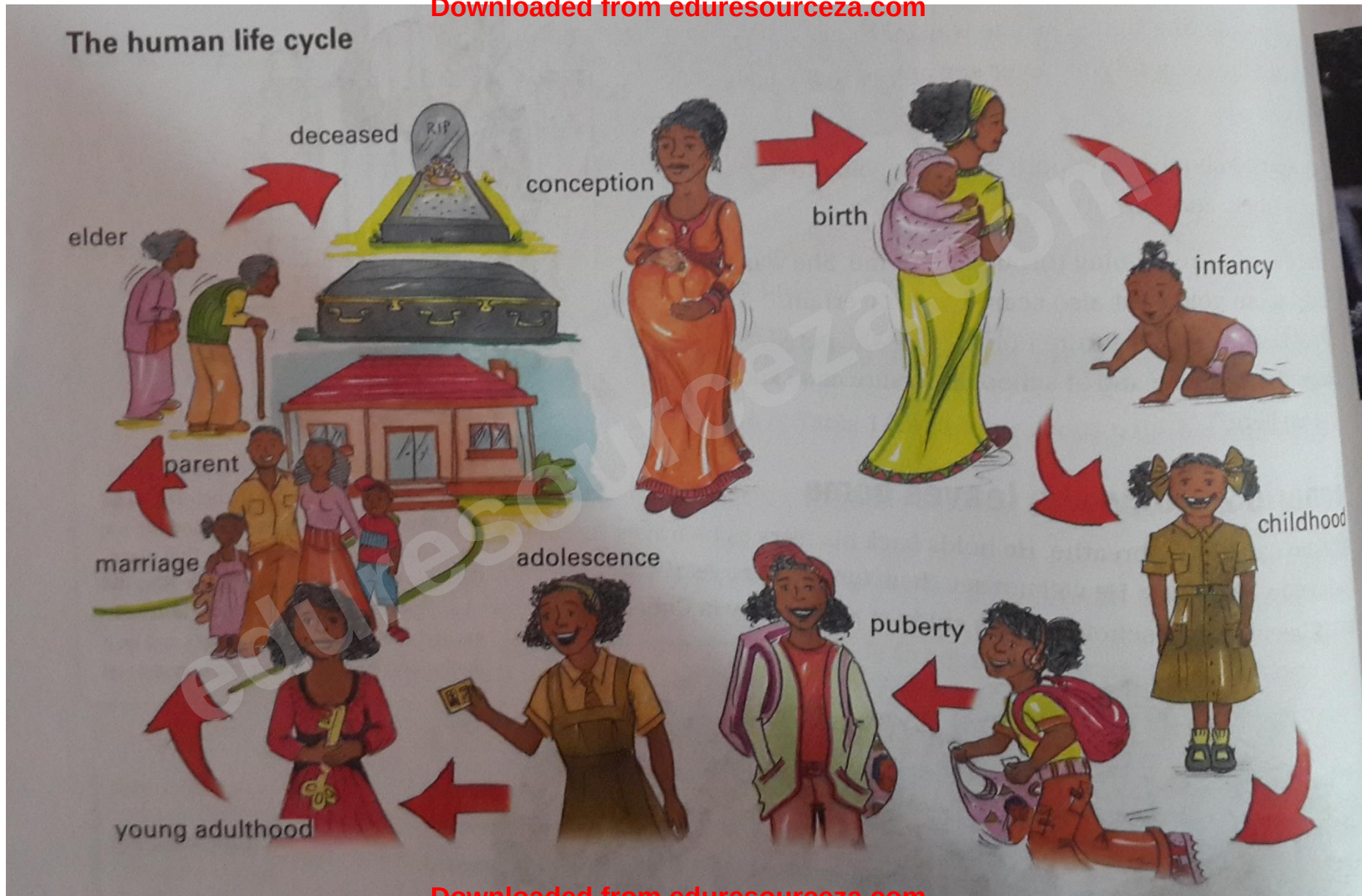
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- Painful, for example, illness
- Sorrowful, for example, death

Let's look at the lifecycle related to traditional practices

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Read pages 32 and 33 with more examples of traditional practices which have an impact on transition

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