

CONFLICT RESOLUTION—PART 1

DESCRIPTION OF SESSION

This session provides an overview of conflict resolution skills.

CATEGORY

- Life Skills
- Conflict Resolution
- Interpersonal Skills

OBJECTIVES

By the end of this session, participants will be able to:

- Learn and apply conflict resolution strategies.

SUPPLIES

- **The Strategy to Conflict Resolution** activity sheet—make a copy for each participant
- Pen or pencil for each participant

ADVISOR NOTE: Text in italics should be read aloud to participants. As you engage your post in activities each week, please include comments, discussions, and feedback to the group relating to **Character, Leadership, and Ethics**. These are important attributes that make a difference in the success of youth in the workplace and in life.

ACTIVITIES

Introduction

Read the following statement: *Casey Stengel, former American League baseball player, manager, and Hall-of-Famer, once said, "Getting good players is easy. Getting them to play together is the hard part."*

Ask Explorers what they believe is meant by this statement. Then ask them to describe where they have seen this in action.

Activity 1

Conflict Resolution Strategies

Ask each participant to come up with an example of a conflict they have experienced at home, at school, or among friends. After each person has identified an example, pass out **The Strategy to Conflict Resolution** activity sheet to each person.

Using the points, ask them to select one or two of the strategies and share with the group how they think having used that strategy would have improved their personal situation.

After each participant has had a chance to share, wrap up the session with the reflection questions.

ADVISOR NOTE

Some sample questions are below. They are designed to help the participants apply what they have learned to their own interests. You are welcome to use these questions or develop your own questions that relate to your post or specific focus area.

REFLECTION

Focusing Questions

- *Is conflict a natural part of working with other people? Why or why not?*
- *What can we do to moderate conflict?*

Analysis Questions

- *What have you learned that you can apply to everyday situations?*
- *How is conflict resolution an important leadership skill?*

Generalization Questions

- *How might you use this in your daily life, in college, and in your potential career?*
- *Why is this important?*

RESOURCES

Activity 1

Conflict Resolution Strategies

THE STRATEGY TO CONFLICT RESOLUTION*

- When angry, separate yourself from the situation. Take time to cool out.
- Attack the problem, not the person.
- Communicate your feelings assertively, NOT aggressively.
- Focus on the issue, NOT your position about the issue.
- Accept and respect that individual opinions may differ. Don't try to force compliance. Work to develop common agreement.
- Do not view the situation as a competition, where one has to win and one has to lose. Work toward a solution where both parties can have some of their needs met.
- Focus on areas of common interest and agreement, instead of areas of disagreement and opposition.
- NEVER jump to conclusions or make assumptions about what another is feeling or thinking.
- Listen without interrupting. Ask for feedback, if needed, to assure a clear understanding of the issue.
- Remember when only one person's needs are satisfied in a conflict, it is NOT resolved and will continue.
- Forget the past and stay in the present.
- Build "power with" NOT "power over" others.
- Thank the person for listening.

* Developed by Wholistic Stress Control Institute Inc. (WSCI), Atlanta, Georgia, www.wsci@wholistic1.com
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