

RESOURCES

Activity 1

Conflict Challenges

CONFLICT CHALLENGES

Scenario 1

In the cafeteria line, you accidentally bump into the person in front of you. The person thinks you did it on purpose and threatens to beat you up after lunch. How do you handle this?

Scenario 2

The basketball team has an important game right after school. You want to attend the game, but Mom says you must go home and clean up your room. It's just not fair! Everyone else is going to the game. How do you handle this?

Scenario 3

Your digital device is missing. You've spent hours downloading and categorizing your favorite music. No one in the family claims to have seen it, yet you find it in your younger brother's lunch box. How do you handle this?

Scenario 4

Jon has a terrible attitude, especially toward adults, but he is your best friend and you really enjoy hanging out with him. Last week he was very disrespectful to the math teacher because he did poorly on a test. You were embarrassed for him and also for yourself. Your grandmother says that you are known by the company you keep. You start thinking that maybe this isn't a very positive friendship for you. How do you handle this?

Activity 1

The Strategy to Conflict Resolution

[[Weld: Set up as single page to be downloaded]]

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
Distributed by the State Wellness Program, a program of the Employee's Benefits Council