

4.4 Conflict Resolution

Related Area(s): *Interpersonal Skills*

Lesson Objective(s): The student will develop skills for resolving conflict within the workplace.

Outcome Goal(s): 1. Identify problem solving techniques.
2. Communicate verbally to solve conflicts

Instructor Preparation Checklist

☐	Supplies and Tasks	Materials and Resources
	Media & Audio	https://www.youtube.com/watch?v=aSq5IMpQReM
	Websites	
	Read/Review	
	Field Trips/Co-op/Outings	
	Supplies Needed	Flip chart
	Print/Copy/Laminate	
	Miscellaneous	Worksheets

Additional Notes:

Defining Conflict

Description: 1. As a warm-up, ask students what comes to mind when they hear the word “conflict.” Write student thoughts on the board, encouraging them to share all aspects that come to mind when considering the word (e.g. examples, emotions, associations, etc.) Once student responses have waned, further discuss:

- How could we define conflict?
- Does conflict have to be physical?
- Do conflicts always involve two or more people?
- What does it mean if we have a “conflict of ideas?”
- What about an “internal conflict?”
- What causes conflict?
- What elements do most conflicts seem to have in common?
- What escalates conflict?

Watch the YouTube video <https://www.youtube.com/watch?v=aSq5IMpQReM> “Managing Conflict in the Workplace”

Once the discussion and the YouTube video has been completed, state to the class that we will be discussing and practicing conflict resolution

Purpose/Key Skills:

This activity will help students to develop a common definition of conflict and give them an overview of conflict resolution in the workplace.

Notes/Vocabulary:

What is conflict resolution in the workplace?

Conflict resolution is the process by which two or more parties engage in a disagreement, dispute, or debate and reach an agreement resolving it. Several skills are needed to resolve conflicts in the workplace effectively.

Materials:

(1) Types of Communication

Description: Assertive Communication is an attempt to convey one's own wants and needs while also considering the wants and needs of others. The first technique is the use of "I" statements. I statements are a way of stating what needs to be changed or take responsibility for feelings rather than blaming others. "I" statements are less threatening to the receiving party. Give the class an example of an "I" and a "you" statement.

(Example "I feel disrespected when work deadlines are not met." as opposed to "You never meet your work deadlines")

Discuss **Aggressive** and **Avoidant Communication** examples. In both of these cases the person communicating may get what he or she wants but the needs and wants of the other person go unmet.

Use Worksheet 1 Conflict Resolution scenarios for class to practice.

Purpose/Key Skills The purpose is to help students develop conflict resolution skills using assertive communication techniques.

Notes/Vocabulary: Assertive communication, techniques, aggressive communication, avoidant communication.

Materials: "I Statement Scenarios" 4.4-1

(2) Taking Space

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Description:

Taking space is removing one's self, either mentally or physically, in order to feel safe, secure, and/or in control.

It can be necessary at times to slow down the process of becoming angry. This can be done by physically moving to a safe place or mentally by changing one's focus. The goal is to avoid escalating the situation.

1. Have the group give ideas that might work for them and **create a list on the flipchart** of concrete examples on how to mentally or physically take space. Ask the class what options they have found work best for them.

2. Write on the flipchart:

Rules for taking space

(The do's)

1. Start by using "I" statements.
2. State your position. ("I really don't feel we can afford a new car right now")
3. Indicate that you will be gone (do not ask for permission). ("I am feeling too angry to talk about this right now.")
4. State a definite time you will return. ("I'll be back in one-half hour.")
5. Promise to work out the matter when you do return. ("When I get back, we can sit down and talk about it.")

(The Don'ts)

1. Blame others
2. Storm away
3. Debate the matter at that time
4. Order others to do something

Challenge students to think of possible ways to take space in their own environment.

Purpose/Key Skills: The purpose of this activity is to provide a strategy for resolving a conflict that involves putting time between oneself and the conflict.

Notes/Vocabulary: Taking Space

Materials: Flip chart or interactive white board.

(3) Self-Management

Description:

Centering is a technique used to focus yourself on getting your attention, realizing your self-worth, and putting the whole matter into perspective. The techniques used in centering are:

Affirmations Thinking or saying out-loud to yourself something about you that is always positive and always true.

1. Affirmation: On a sheet of paper ask student to write affirmation statements about themselves. Ask if anyone wishes to share their statements.

Examples:

1. I care about others and myself.
2. I am a hard worker.
3. I am going to make good things happen.
4. I learn from my mistakes.

Relaxing:

2. Deep Breathing and visualization: Ask students to close their eyes and take them through a practice session of slow controlled deep breathing to help relax and ask them to visualize a tranquil environment. Soft music may be played in the background.

3. Explain to the student that Attention Getters are short statements (one to three words) to get your attention once you realize that you are on the road to anger.

- a. "Hold it ..."
- b. "Stop"
- c. "Wait a minute"

Have the students identify personal attention getters.

4. Explain to the students that Unhooks are a way to put everything back into perspective and prepare yourself to deal with the first feeling of conflict, if not the resolution.

- a. "Let it go"
- b. "This too shall pass"
- c. "It's not worth it"
- d. "What comes around goes around"

Have the students identify personal unhooks

Purpose/Key Skills: The purpose of this lesson is for students to determine and use self-management strategies.

Notes/Vocabulary: Affirmation, Deep breathing and Visualization, Attention Getters, Unhooks.

Materials: Paper, pencils

(4) Resolution

Description: Resolution is a willingness to come to an agreement of the situation while maintaining respect for yourself and others. There are two places resolution can occur:

1. Within yourself. The purpose of resolution is to deal with those first feelings while maintaining respect for all parties. Sometimes this may include solving the issue only with you.
2. With others. In this case, it is important to use "I" statements and identify the first feelings to the other person. The important point to remember is to do so while keeping respect for all parties. Also, realize that the other parties may not accept your viewpoint.

1. Have the class identify situations when it is not important to come to resolution. Write their responses on the flipchart/ interactive white board.

2. Have the class identify situations when it is important to come to resolution. Discuss techniques that can be used to come to resolution.
3. Review with the students Information Sheet 4.4-A and 4.4-B

Purpose/Key Skills: The purpose is to use what has been discussed thus far and apply the knowledge to resolving conflicts.

Notes/Vocabulary: Resolutions

Formative Assessment

□	Skill Description and Assessment	Notes: These lesson require class participation and a positive attitude. The three descriptors listed here may be used as a rubric to give student feedback.
	<ul style="list-style-type: none"> • Was highly engaged in class discussions; demonstrated positive attitude toward completing activities 	
	<ul style="list-style-type: none"> • Was moderately engaged during class discussions; demonstrated mostly positive attitude toward completing the activities. 	
	<ul style="list-style-type: none"> • Was not engaged during class discussions; demonstrated negative attitude toward completing the activities. 	

Reteach and Supplemental Materials

Concept	Lecture/Activity
Role playing	Search on the internet for additional role playing exercises or have the students write their own,

Resources:

Youtube: <https://www.youtube.com/watch?v=aSq5IMpQReM>

Lesson Plan # 5—Global Title: Conflict Resolution Objectives: In this ...
www.siue.edu/SIPDC/Library/lesson%20plan/global

