

# WHAT IS CONFLICT?

From the dictionary:

**Friction or opposition resulting from actual or perceived differences or incompatibilities.**

*Origin*

Late Middle English: from Latin conflict- 'struck together, fought', from the verb *confligere*, from con- 'together' + *fligere* 'to strike';

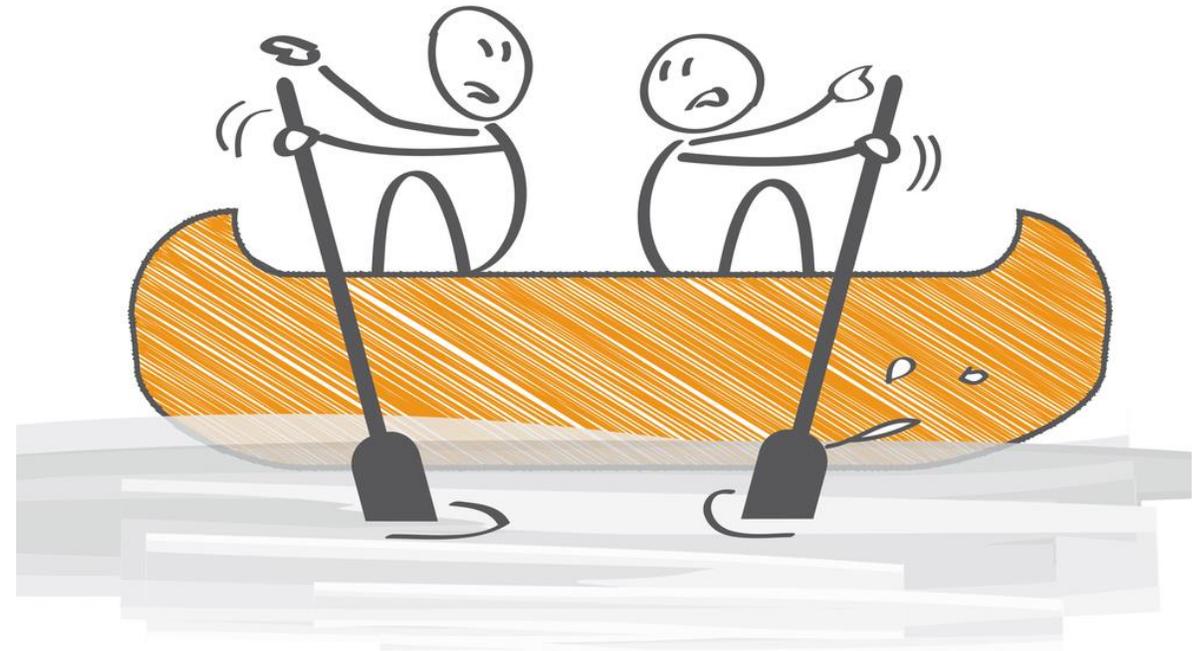
Conflict is drama, and how people deal with conflict shows you the kind of people they are

Stephen Moyer

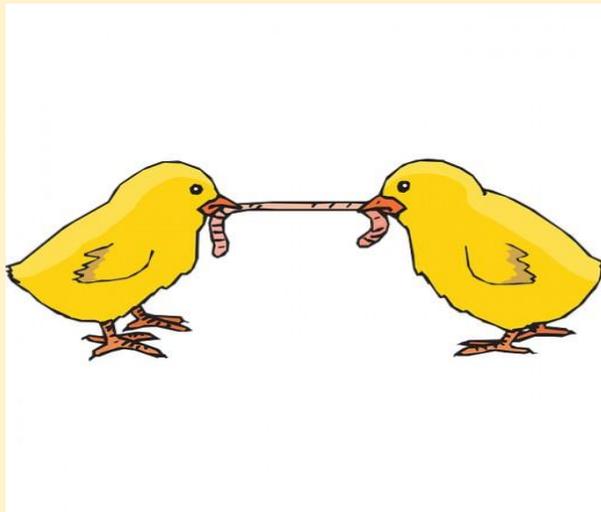


# The sources of conflict

- ⑩ Control over resources
- ⑩ Interdependent work; **individual approaches**
- ⑩ Differences in goals
- ⑩ **Communication problems**
- ⑩ Differences in perceptions and values
- ⑩ Work environment
- ⑩ Difference in personality and attitude
- ⑩ Unclear authority structures.... And so on



# WHY CONFLICT IS USUALLY CONSIDERED A BAD THING



We have a negative attitude toward conflict primarily because we haven't learned constructive ways to deal with it—in fact, the converse is true: **we have learned destructive ways of handling conflict.**

As children, as students and as employees (and too often as spouses) **we have experienced losing in a conflict because parents, teachers and bosses use/d their power to win at our expense.**

Even though we know the feelings of resentment, anger, dislike, even hostility that we experience as a result of losing, **the win-lose posture** is deeply ingrained and when we get in positions where we have power over people, we often choose to win at their expense.

[Linda Adams](#), President of GTI

<https://viaconflict.wordpress.com>

# WHY CONFLICT CAN ACTUALLY BE A BENEFIT



1. It raises and address problems
2. Conflict **contributes to social change** ensuring both interpersonal and intergroup dynamics remain fresh and reflective of current interests and realities
3. Conflict serves to “**discourage premature group decision making,**” forcing participants in the decision making process to explore the issues and interests at stake
4. Conflict between groups **produces intra-group unity** as the conflict provides the opportunity for increased intra-group cooperation while working towards the group’s common goal for the conflict’s outcome
5. Helps find **benefits from diversity**



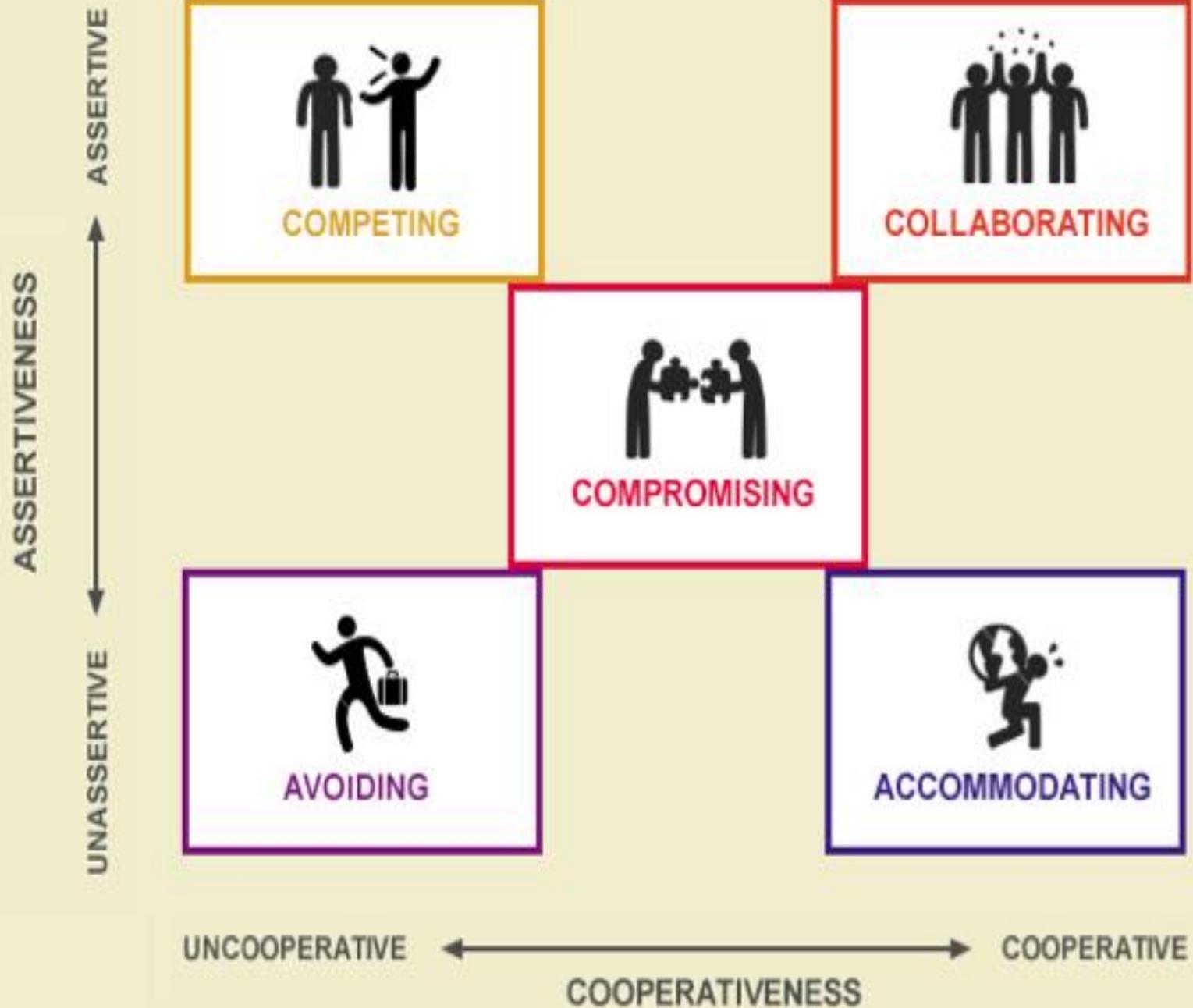
# The Thomas-Kilmann Conflict Mode Instrument

**WHEN IN CONFLICT, WE HAVE 5 BASIC CONFLICT-HANDLING POSITIONS WE CAN CHOOSE:**

1. In **Avoiding**, neither you nor I satisfy our concerns.
  2. In **Accommodating**, I satisfy your concerns at the expense of my own.
  3. In **Competing**, I satisfy my concerns at the expense of yours.
  4. In **Compromising**, we both give up half of our concerns in order to satisfy the other half.
- 
1. In **Collaborating** both you and I approach the conflict as a mutual problem, allowing us to discover alternatives which satisfy all of our concerns.



thomas kilmann tool



**SO, WHAT'S YOUR CONFLICT  
MANAGEMENT STYLE?**



THE WORLD'S  
BIGGEST EYE  
CONTACT  
EXPERIMENT



<https://www.youtube.com/watch?v=qSLJ3JDIDgY>

**AN EASY-TO-REMEMBER 5-STEP PROCESS THAT  
CAN APPLY TO CONFLICT:**

1. Step away
2. Prepare
3. **Focus** on the problem, not the person
4. Meet face-to-face and **keep eye-contact**
5. Seek a **WIN/WIN** solution



# THE C.A.L.M. MODEL:

- 🔗 **C - CLARIFY** the issue
- 🔗 **A - ADDRESS** the problem
- 🔗 **L - LISTEN** to the other side
- 🔗 **M - MANAGE** your way to resolution



“I remember the time I went to see a guerrilla leader in a high-security prison in Colombia. I wanted to explore with him the conditions for cease-fire negotiations between his group and the **government**. When we met, he was very guarded, almost aggressive. I could tell he didn't trust me at all. I was coming on behalf of an American academic institution, and he suspected I was affiliated with the CIA. I knew I had to shift his perception, if I wanted to have the chance for an open conversation about the possibility for ceasefire talks.

**To produce that shift, I used an Italian technique. He had a small kitchen in his cell, and I suggested I teach him how to make a Bolognese pasta and that we cook together. We did, and **we bonded**. A few months later, I was one of the facilitators of ceasefire negotiation between the government and the leader's guerrilla group”.**



Aldo Civico, Phd Anthropologist,  
founder of the International Institute for Peace

# Rapport



## RAPPORT BUILDING IS AT THE ROOT OF EFFECTIVE COMMUNICATION

Rapport building might be required within your family, for your spouse or children.

**You can avoid conflicts with your spouse or better understand the thought processes of your child once a good rapport is developed.** It is very important in professional life as well, for getting along with superiors, teammates and subordinates. Rapport building is vital to group meetings, discussions or decision-making, where a good rapport can avoid conflicts, misunderstandings and arguments.

Lisa Christiansen, PhD.



# HOW TO BUILD RAPPORT TECHNIQUE: THE MATCHING AND MIRRORING METHOD

Mirroring and matching are two techniques used to gain rapport at the unconscious level. This is possible by becoming like the person with whom you need to make a connection. They involve:

**-Body postures and gestures**

**-Rhythm of the breath**

**-Energy level**

**-Tone of voice**

If you take the lead, find out if the other person will follow. You can do something different, such as scratching your ear, shifting into a new position or changing your pitch or tone of voice. Once a good rapport has been built, the other person will unconsciously follow you. He will try to match your action, by shifting position or changing his tone as well.

When these tests are successful, it indicates that a solid rapport has been built.

## THE 3 DON'TS OF CONFLICT RESOLUTION

**Blaming**

**Judging**

**Getting overly Emotional**



## How would you mediate/solve a conflict without blaming, judging, getting overly emotional?

Get into small groups of 4 or 3 people, consisting in 2 or 3 actors and 1 observer.

Each group will receive a paper with a “conflict scenario” and a Role Play Graphic Organizer.

Act out the scenario and try to resolve the issue, either with the C.A. L. M. model, the 5 steps process or the Rapport technique if possible.



T graduated from high school a year ago and lives at home with his parent, P. T needed a year to figure out what to do with life. As the year has unfolded, T has been spending more and more time in front of the television, going out until all hours, and sleeping in late. P has not said anything about this behavior, hoping that eventually T would figure things out. T has a part-time job (two nights a week at a restaurant, waiting tables), but does not contribute to the household expenses. P agreed that T could have a year to save money before having to contribute. T does work around the house, but often has to be asked or reminded. P would like T to start acting more like an adult, but every time they discuss this topic, they have an argument. Now the year is coming to a close and P asked T to sit down and discuss what is going to happen next. T got upset and said that it was unfair of P to start charging room and board. Discussions have stalled, with T becoming more resentful and P feeling unsure how to handle the whole situation.

You will play the role of three people in an elevator that suddenly stops.

Each character has a particular attitude:

1. Aggressive: He/She is a compulsive smoker and he/she can't spend more time without his/her cigarette;
2. Assertive: He/She hates cigarette smoke and he/she can't bear anyone smoking around him/her;
3. Passive: He/She only smokes when he/she is nervous.

Try to solve the situation.



# Who can be in conflict at school?

- Student vs. Student
- Group of students vs. Individual student
- Teacher vs. Student
- Teacher vs. Teacher
- Teachers vs. Administration/Management
- Teachers vs. Families
- Families vs. Families
- Families vs. Administration



**Please provide one or more examples of strategies used in your classroom to prevent and/or deal with conflict.**



- ⑩ Establish and post **steps for conflict resolution** in your classroom. Review them often.
- ⑩ Encourage students to first **find a solution on their own** before requesting an adult's help. An adult might interfere or not fully understand. "Whoever has the problem has the solution."
- ⑩ Discuss the possible **consequences** of different behaviors.
- ⑩ Use role plays for more "advanced" groups.



# The Do's & Don'ts of Fighting Fair

Are you accidentally lashing out? How to keep it sane:



**DON'T:** TOSS OUT BLAME.

**DO:** SAY HOW YOU FEEL.

When people are accused, they either shut down or retaliate. So always use gentler / statements ("I feel like sometimes you ignore me") Instead of *you* statements ("You always ignore me!").

**DON'T:** INTERRUPT.

**DO:** LISTEN QUIETLY.

To solve any issue, you need to step into the other person's shoes, even if you disagree with them. When they're done talking, repeat their side back to them so that they know you *really* heard what they said.

**DON'T:** USE ABSOLUTES.

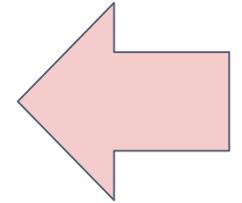
**DO:** FOCUS ON RIGHT NOW.

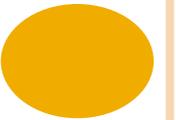
Absolutes like *always* and *never* ("You never text me back!") make the issue larger than life, but focusing on the current situation ("You didn't text me back earlier") gives you a clear problem to solve.

**DON'T:** CROSS YOUR ARMS.

**DO:** MAKE EYE CONTACT.

Body language counts! Eye contact shows that you're open to hearing the other person's side (yay!), but crossed arms, finger pointing, and clenched fists say you're closed off to it (grrr).





### Anger Management Skill Cards



Take 20 Deep Breaths



Draw Your Anger



Do 50 Jumping Jacks



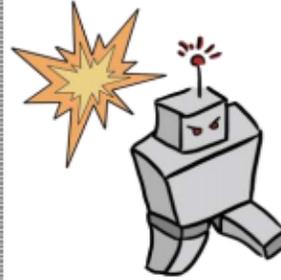
Write About Your Anger

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### Anger Management Skill Cards



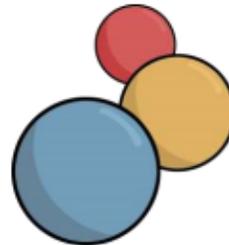
Count to 100



Walk Away



Talk to Someone about Your Problem



Squeeze a Ball

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### Anger Management Skill Cards



Play Outside



Listen to Music



Practice a Hobby



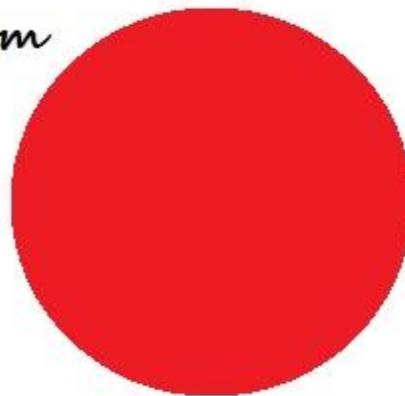
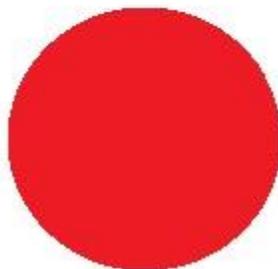
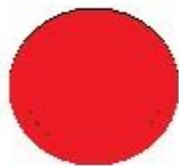
Your Own Idea:  
\_\_\_\_\_

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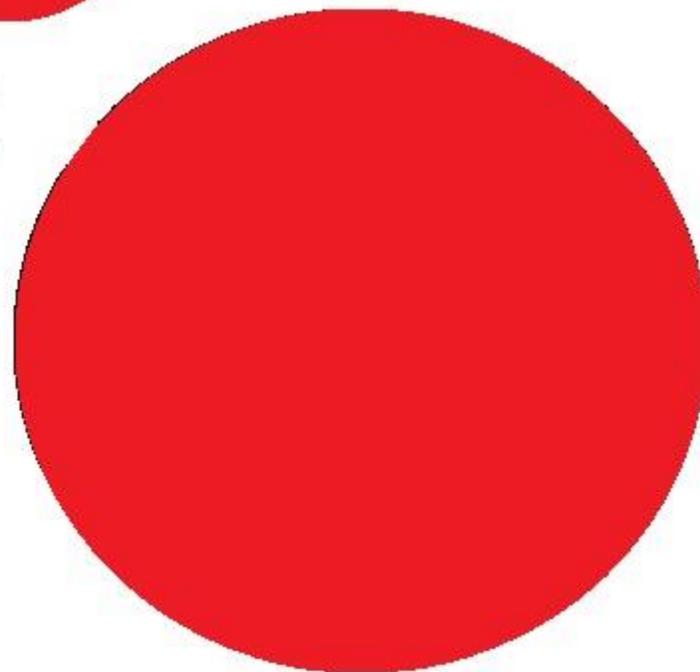
# ANGER MANAGEMENT SKILL CARDS

# How BIG is Your Anger?

*kidlutions.com*



**If your anger is bigger than any of these, draw a picture of how big it is on the back of this page!**



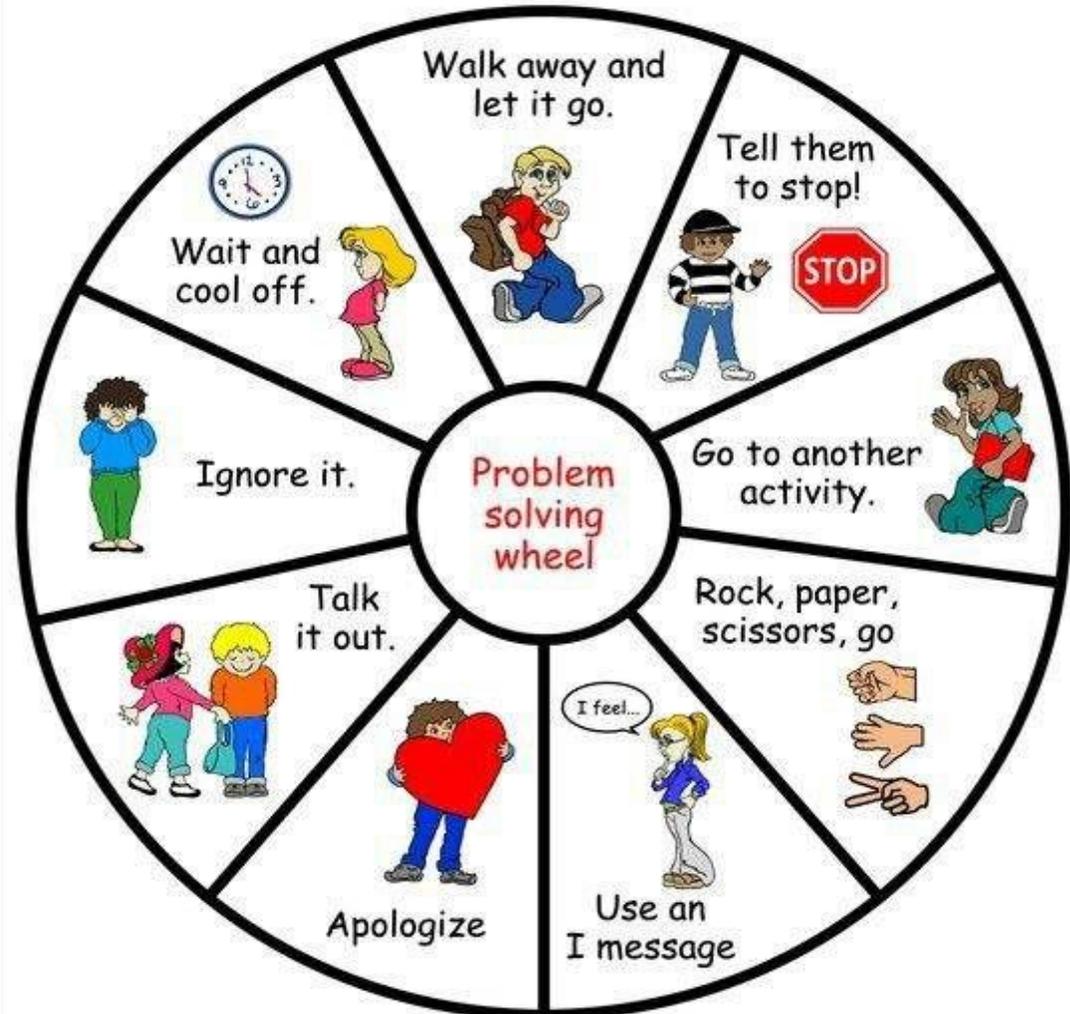
### I Messages- Asking for Change

1. I feel \_\_\_\_\_.
2. When you \_\_\_\_\_.
3. Can you please \_\_\_\_\_.
4. And then I can/ we can \_\_\_\_\_.

### Response- Active Listening

1. You sound \_\_\_\_\_.
2. That/ because \_\_\_\_\_.
3. Next time I will \_\_\_\_\_.
4. And I will \_\_\_\_\_.

# What can I do?



# ACTIVE LISTENING



# A BAD LISTENER

What's wrong in this conversation?



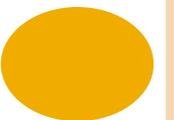
<https://www.youtube.com/watch?v=sr1uS8KZbto>

We often take listening for granted, as something easy and natural.

But real genuine listening it is something that needs to be learned and practised every day.



[https://www.youtube.com/watch?time\\_continue=3&v=saXfavo1OQo](https://www.youtube.com/watch?time_continue=3&v=saXfavo1OQo)



**You**



**Eyes**

**Undivided  
Attention**

**Ear**

**Heart**

**“We were born with two ears and one mouth so that we can hear twice as much as we speak”**





1. Ask open questions
2. Summarise
3. Reflect
4. Clarify
5. Give words of encouragement
6. React



## NOW IT'S YOUR TURN!

1. Think about one problem you are dealing with and get into pair
2. Take turns of 2 minutes to talk about it with your mate
3. When it is your turn to listen, do it practicing the previously mentioned tips
4. Try to give truly helpful responses!

