

**COMPLETE SURVEY ON
THE FOLLOWING LINK...**

tinyurl.com/mpdzashr





RESOLVING CONFLICT POSITIVELY



January-February 2023

WHAT IS CONFLICT?

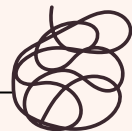
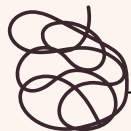
- ❖ Conflicts often occur when one person's wants, needs, wishes, demands, expectations, or beliefs clash with those of another person, especially through miscommunication.





OTHER CAUSES CONFLICT?

- ❖ **Miscommunication**
- ❖ **“He Said, She Said”**
- ❖ **Rumors**
- ❖ **Disloyalty**
- ❖ **Jealousy/Envy** 
- ❖ **Property disputes**
- ❖ **Power struggles**
- ❖ **Assumptions**



WHY DO PEOPLE RESPOND TO CONFLICT DIFFERENTLY?



- ❖ **Learned behavior.**
- ❖ **Influenced by our...**
 - **Childhood upbringing**
 - **Culture**
 - **Experiences**
- ❖ **Different people use different styles.**

WHAT CAN CONFLICT TEACH US?



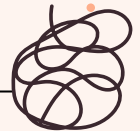
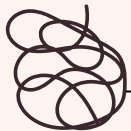
- ❖ Opens our eyes to new ideas/solutions
- ❖ Teaches flexibility
- ❖ Teaches us to listen
- ❖ Helps us to set limits
- ❖ Provides opportunity to verbalize needs/practice communication skills
- ❖ Leads to healthier and stronger relationships

TWO minute
PARTNER SHARE



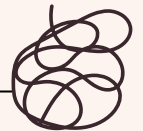
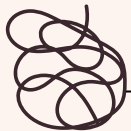
With the person next to you...

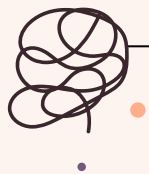
***Take turns sharing a time when
you positively handled a conflict
with someone.***



CLASS SHARE OUT

- ❖ **Share an example of a conflict you worked through...**
- ❖ **What challenges did you face?**
- ❖ **What were your best solutions?**
- ❖ **What strategies helped to resolve the conflict?**



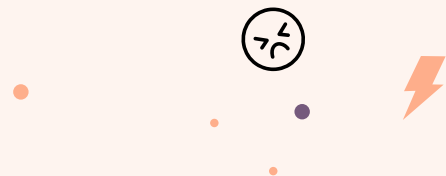


WHAT COULD HAPPEN IF a CONFLICT GOES UNRESOLVED?

Anger

Broken trust

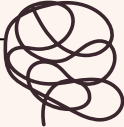
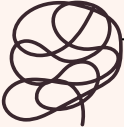
Stress









Miscommunication

Violence









**Harming
self or others**



CONFLICT SCENARIOS



Assign Roles to Group Members:

- Timekeeper
 - Note taker (2)
 - Presenter
- 
- 
- 
- 
- 
- 
- 
- 

CONFLICT SCENARIOS

Small group activity

Challenges:

What challenges make it difficult to resolve?

Resolving It:

How could this conflict be resolved?

Help:

Who could help in resolving this conflict?





STEPS TOWARDS CONFLICT RESOLUTION



01

Calmly approach the person, directly

02

Focus on the problem

03

Discuss facts, not rumors



04

Always try to listen with an open mind

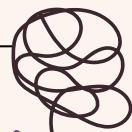
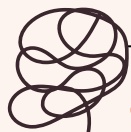
05

Treat a person's feelings with respect

06

Take responsibility for your actions





THE TALK STRATEGY DURING your conversation



T

**Take a
time out**



A

**Allow each
person to
share their
side of the
story**



L

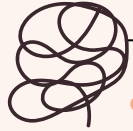
**Listen to
one another,
without
interrupting**



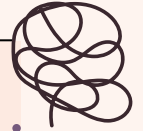
K

**Keep a
solution
focused
approach**






FEEL LIKE THE CONFLICT IS TOO BIG?

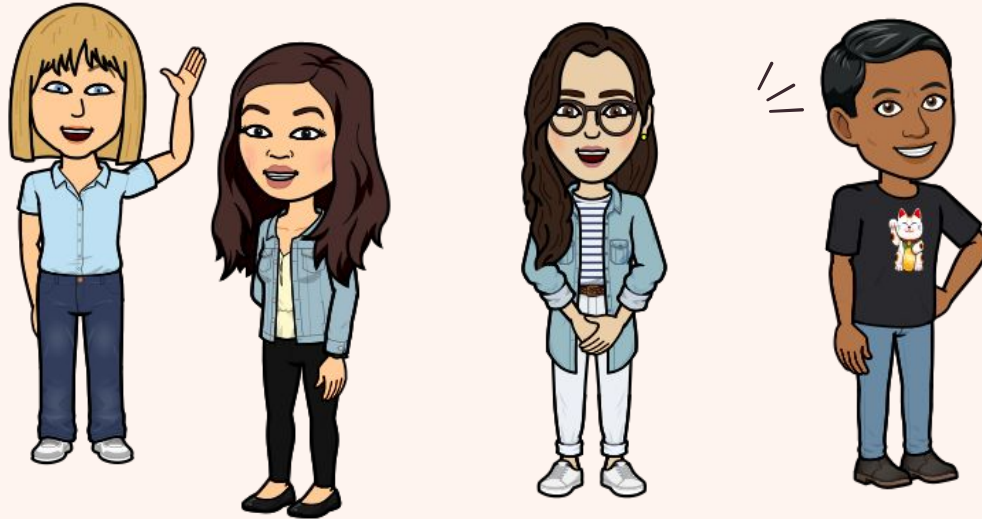


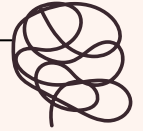
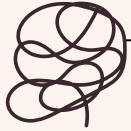
Remember...

- ❖ **Counselors/Teachers can help**
- ❖ **Parents can help**
- ❖ **Peer Mediators can help**
- ❖ **Listening skills make resolving issues easier**
- ❖ **Do your best to help!**

 @mms_counselors

THANK YOU!
Any questions?





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tinyurl.com/yckr2754

