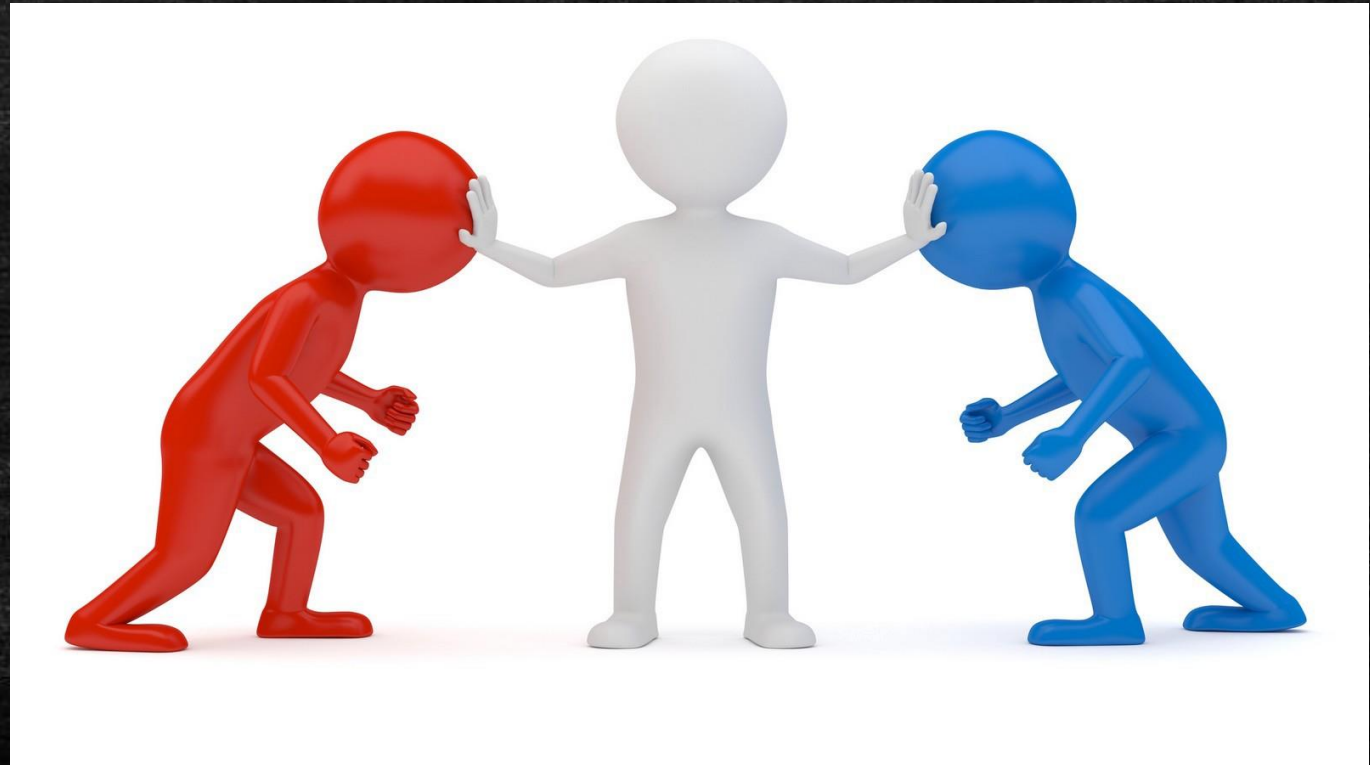


Conflict Resolution

How can we nurture each other
and handle the conflicts in our lives with respect?

There are different types of conflicts we experience in our lives:

- Community
- Economic
- Emotional
- Family
- Group
- Interpersonal
- Racial
- Relationship



Methods to resolve these

1) Improve communication skills

2) Mediation

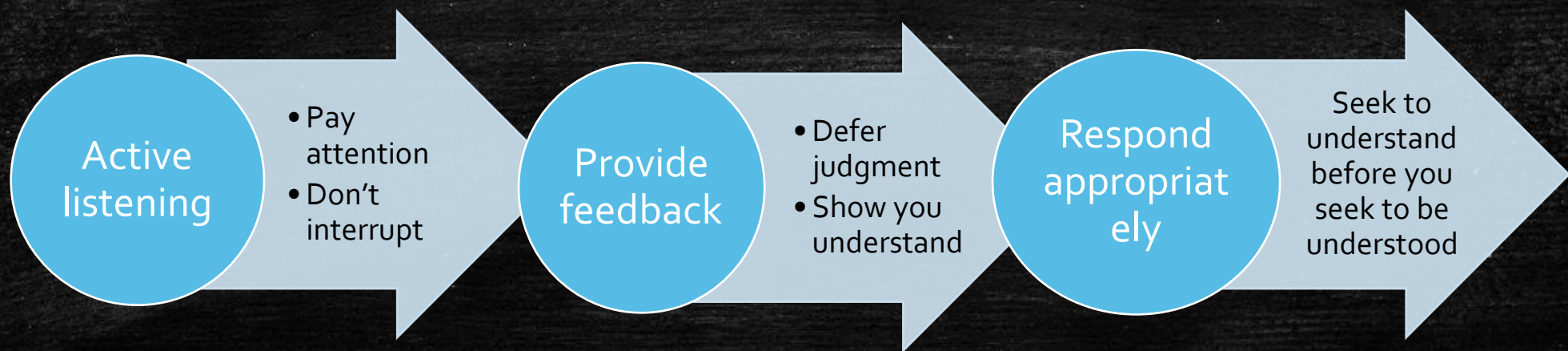
3) Arbitration



How does one improve their communication skills?

Practice listening actively to what the other person has to say, without interrupting, and try to understand their point of view.

1. Hear what they are saying
2. Understand their POV
3. Then seek to be understood



Non-verbal communication is important

- Stay calm and recognize the conflict. Being calm and aware of your emotions are vital aspects of conflict resolution.
- A variety of sources cite non-verbal body language as being between 60-93% of human communication.
- What are your body language and facial expression telling others about your emotions?



Your attitude and your emotions

- Maintain a positive attitude and respect for the other person.
- Practice managing your emotions.
- This is essential in remedying conflict.

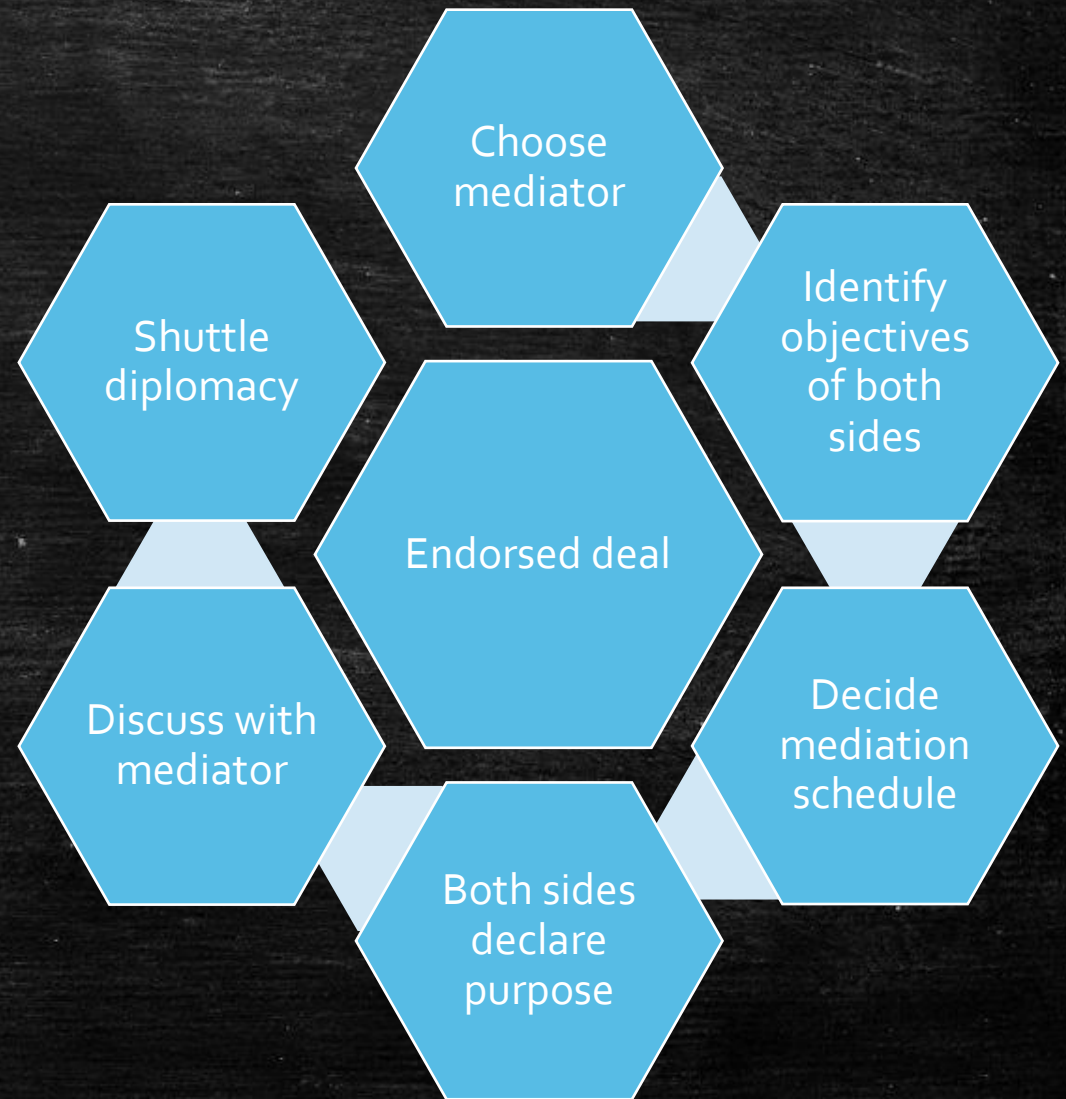


What is your goal in resolving the conflict?

- 1) **Accommodation** – Both individuals “agree to disagree.” They accept differences and agree not to let these differences grow into major problems.
- 2) **Compromise** – Both individuals give in and find an agreement they can both live with. The result is based on a combination of their views.
- 3) **Concession** – One individual agrees to give in to the other.
- 4) **Consensus** - Both individuals are able to see each other’s point of view and choose a solution good for both of them.

If talking doesn't work, try mediation

Pick a teacher, or someone you both trust and feel comfortable with, and have that third party mediate the conflict. The outcome has to be agreed upon by both sides.



Arbitration is one level stronger than mediation.

Similar to the steps in mediation, an arbitrator is a person both sides trust and feel comfortable with. However, whatever the arbitrator decides is the final word. Whereas, with mediation, either side can choose not to agree.



Now we are going to work on some hypothetical conflict resolutions by acting them out.



Act Out this Social Media Drama

Person A posted something on Snapchat that angered person B.



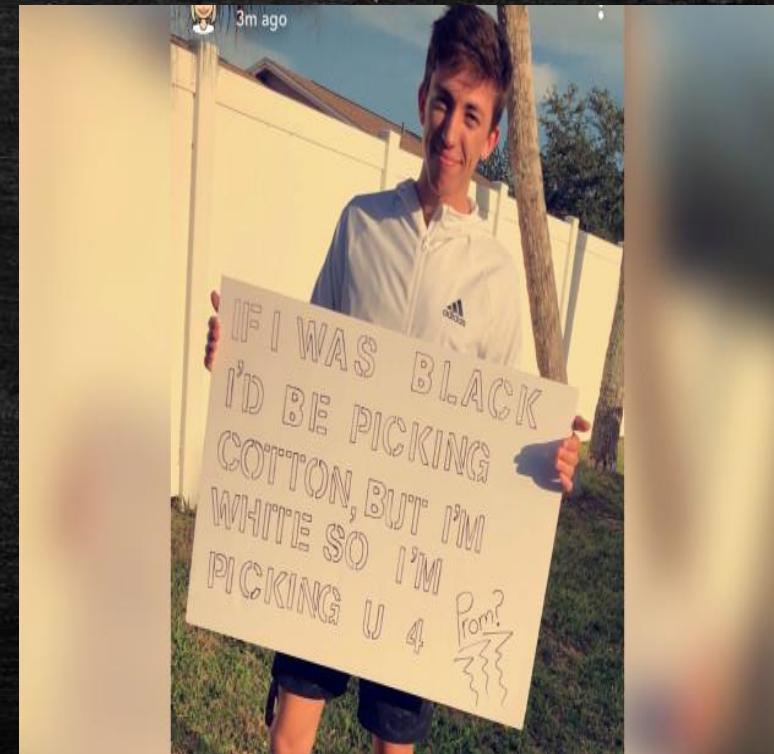
Act Out this Unfair Teacher Scenario

One of your teachers acted in a manner that you felt was unfair. Act out the conversation with the teacher.



Act Out How to Respond to the student that crossed a line with their words.

A classmate just said something that was blatantly racist, homophobic, misogynistic, or anti-semitic.



A real conflict

Pick a conflict that has happened or is happening now. Apply what you've learned to attempt to lessen this conflict.

