

Conflict Resolution

How to be a cool kid while bein a
kewl kid.

Who are we and why are we here?

- Introductions
- Why are we here?
- What are we going to do today?
- Two things:
 - Notecards
 - Participate
- Take 1 minute and think about a time in your life when you have had conflict.....

Conflict Resolution Skills

- 1.) Identify the problem
- 2.) Give the other person a chance to say what they are upset about.
- 3.) Rephrase what *you* think they said.
- 4.) Ask what they want to happen (are they willing to resolve this conflict?)
- 5.) Ask for what they want.
- 6.) Decide what the plan of action will be to meet the needs of both people (a compromise).

Responses to Conflict

Soft Responses

- Involves avoidance
 - Ignoring conflict
 - Denying that a conflict matters to you
 - Being withdrawn from a situation and not sharing how you feel
 - Giving in just to be nice

Hard Responses

- Involves confrontation
 - Threatening another person
 - Shoving or pushing someone out of frustration
 - Yelling words you don't really mean
 - Hitting someone or destroying something out of frustration
- * These actions show win-lose attitudes toward conflicts

Responses to Conflict

*Produces *win-win* solutions

Principled Responses

- Involves communication
 - Listen with intent to understand other person's point of view
 - Cooperate with someone without giving in
 - Shows respect for differences between you and another person
 - Looks for ways to resolve a problem that helped everyone involved

**Based on a true story...from teenagers
everywhere...**

<http://vimeo.com/110214063>

Thoughts?

**Now take two minutes
and write down any
?'s you have from 1st quarter**

**We will Answer these questions
right after we watch the
following video**

**DON'T BE SNITCHES LISTEN TO MiKE Smith,
cause snitches end up in ditches**

- <http://vimeo.com/109338936>