

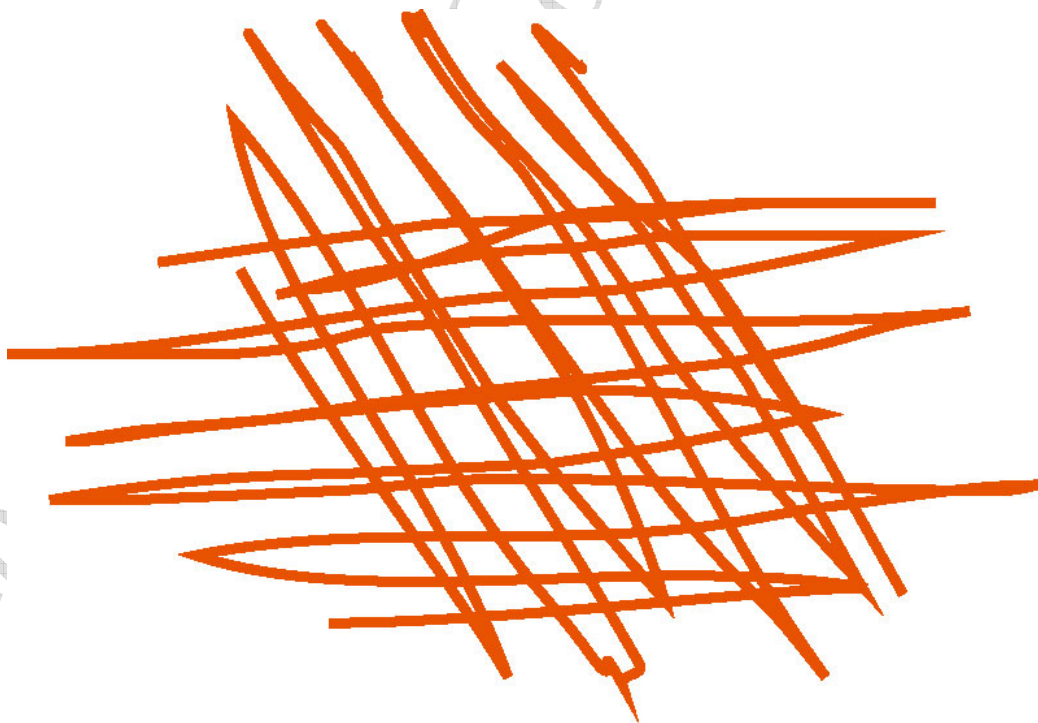
THE CONFLICT RESOLUTION KIT
For Primary School

SAMPLE PAGES 2008



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SAMPLE PAGES FROM PROGRAM 2

Program Guide

Section 1

LEARNING OUTCOMES

This program aims to develop skills and techniques to help us maintain control over our emotions and responses, in order to help people effectively resolve conflict.

Having control over our emotions can have a direct impact on how effectively we resolve conflict at school or at home. Conflict is an emotional event. However it is important that emotions are controlled to ensure people remain focused on overcoming the issue in an effective rather than irrational way. Learning to have control over our emotions is vital in order to be able to deal with conflict effectively.

When in conflict with another person, we have a choice over whether we react or respond to the situation. Our ability to choose between these depends on our capacity to control our emotions and work towards an ideal outcome for everyone involved.

An ideal outcome will only be achieved if the parties involved in the conflict control their emotions and respond in an assertive way, as opposed to reacting to the conflict in an uncontrolled manner.

It is vital that people are able to be assertive when faced with conflict, because they must be able to state their position in a non-aggressive, yet firm, way.

As a result of participating in this program, participants will be able to:

- Identify the best response when faced with conflict
- Use strategies to control emotion when in a conflict situation
- Identify techniques to assist them with being assertive
- State their position with assertiveness



A set of handouts has been created for this program.

These have been provided in hard copy and on CD so as you can print them out as required.

You can COPY and DISTRIBUTE them to the participants.

Participants can use them for their note taking as well as for activities throughout the program.



A set of slides has been created for use during this program.

These slides have been provided on CD in PowerPoint for use with a data projector.

In addition, the slides have been printed as handouts. This allows the program leader to distribute them as additional handouts to the group should they wish to.

At the appropriate point during the program, instructions are provided as to when to display the slides.

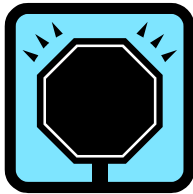


In many of the activities, the program leader is directed to write up contributions made by the group so as to collate the entire group's responses to activities and questions that are posed. An example of the instruction the program leader may be provided with is:

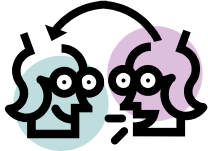
As people call out their ideas, WRITE/Mind Map their contributions on butcher's paper or a chalk/white board

It is suggested that butcher's paper is used to record the group's contributions so that these sheets can be displayed in the room to remind the group of their progress throughout the program.

If the user does not have access to butcher's paper or a chalk/white board, then the user is to discuss the points without recording the responses from the group to the questions posed.



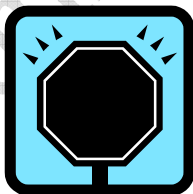
SHOW Slide 1



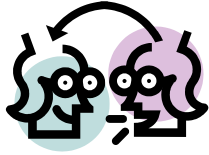
HIGHLIGHT the following points to the group:

- Conflict is an emotional event.
- Whenever we are in a situation of conflict our emotions are high.
- This is a natural response everybody experiences when they are threatened or affected by conflict.
- Our bodies and minds are preparing to defend us whenever we feel like we're being attacked. It's an instinct we're all born with.
- People who handle, control and resolve conflict effectively are those who are able to control these instincts and defensive urges.
- They direct their energy and effort toward achieving better results with other people rather than making the conflict bigger.
- To be able to do this takes effort and skill.

REMOVE Slide 1



SHOW Slide 2



HIGHLIGHT the following points to the group:

- In this program, we will be looking at:
 - what emotions we experience whenever we're in conflict;
 - how we can control them; and
 - how we can use them to achieve a positive result.
- As a result of this program, you will be able to identify the best way to use your emotions when you are in a conflict situation.
- You'll also practice some techniques to help control your emotions when in situations of conflict, and learn to express yourself assertively not aggressively.

REMOVE Slide 2

SAMPLE PAGES FROM PROGRAM 4 Program Guide



ACTIVITY

“PLANNING A NEGOTIATION – STAGE 2”

(Allow 10 minutes)

Note: This is an individual activity. There is to be no discussion among the group.



EXPLAIN the activity to the group as follows:

- You are now going to continue the planning of your negotiation that you began in the first activity.
- For this activity, you will need to answer the questions we have just discussed. The questions are listed on your handout.
- You may not have all of the information you need here and now.

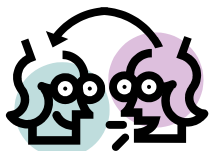
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- However, write down what you do know, as well as the information you believe would be important to know, so that you feel prepared for your negotiation.

After 10 minutes, STOP the activity and ASK individuals to share their answers to the questions based on their own situation.

CONGRATULATE the group on their lists.



HIGHLIGHT the following points to the group:

- So far you have worked out what you want and what the other person may want, as well as the information you will need to know so you and the other person can make the best decision and avoid being in conflict.
- This information is important to know in order to achieve the result you want and a Win/Win for everyone.
- When preparing for a negotiation, it's important you can answer these key questions.
 1. Who?
 2. What?
 3. Why?
 4. When?
 5. Where?
 6. How?
- Once you can answer these questions you are ready to start negotiating.

REFER the group to Page 3 of their handouts or **DISTRIBUTE** Page 3 at this time.

SAMPLE PAGES FROM PROGRAM 1 'Handouts'

Handout #4

Identifying the Best Strategy to Resolve Conflict

CREATE WIN / WIN FROM THESE SITUATIONS



Situation #1: You and another person want to ride the bike at the same time.



Situation #2: You and another person want the last orange.



Situation #3: You and another person want to watch different programs on TV.

SAMPLE PAGES FROM PROGRAM 2 'Handouts'

Handout #1

Controlling Our Emotions

What's the difference? What's the benefit of responding rather than reacting?



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Resolving Conflict

Habits

- **Withdraw**



Being Assertive

- Respond to the situation
- Do not attack
- Tell them what you want and why
- The action: *“When...”*
- Your response: *“I feel...”*
- What you need: *“I need...”*