

# Skills for Living

Frances Baynor Parnell



by  
Yvonne Gentzler, Ph.D  
Liz Romero, Ph.D.



Goodheart-Willcox Co., Inc.  
Tinley Park, Illinois

# Topic 3-3

## Conflict Resolution

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- In this topic, you will learn about the skills needed to solve a conflict, as well as
  - ❖ **Types of conflicts**
  - ❖ **Causes of conflict**
  - ❖ **Reactions to conflict**
  - ❖ **Constructive methods for handling conflict**
  - ❖ **Violence: a destructive method of handling conflict**

# Conflict Resolution

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## **Objectives for Topic 3-3**

After studying this topic, you will be able to

- identify some types and causes of conflict
- explain possible negative and positive reactions to conflict
- describe constructive and destructive methods of conflict resolution
- list the steps in the conflict resolution process
- explain the use of mediation

# Topic 3-3 Terms

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- ❖ conflict
- ❖ scapegoating
- ❖ negotiation
- ❖ compromise
- ❖ conflict resolution process
- ❖ mediation
- ❖ peer mediators

# Types of Conflicts

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- ***Conflict*** is a struggle between people or groups with opposing views
  - ❖ Conflict between two people can be a disagreement over a trivial matter
  - ❖ Conflict within families might be small and easily resolved
  - ❖ Conflict between larger groups, even entire nations, are conflicts on a much larger scale

# Did You Know...

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- In the workplace, managers spend 30–42% of their time reaching agreement with others when conflicts occur

Source: Working Dynamics

# Causes of Conflict

- Knowing the cause of a conflict can help resolve it
  - ❖ Poor communication
  - ❖ A specific situation
  - ❖ Difference in personality
  - ❖ Parent/adolescent conflict
  - ❖ Difference in values
  - ❖ Cultural differences



# Reactions to Conflict

- Negative reactions can make conflict worse, leading to hostility and personal attacks
- Positive reactions can lead to solutions and personal growth





# Negative Reactions

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- Negative reactions include
  - ❖ avoidance
  - ❖ *scapegoating*, or blaming others
  - ❖ arguing, becoming angry, and verbal attacks
  - ❖ violence

# Positive Reactions

- Positive reactions include
  - ❖ controlling emotions
  - ❖ listening
  - ❖ focusing on the real problem instead of bringing up other issues
  - ❖ trying to remain neutral



# Constructive Methods for Handling Conflict

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- Techniques for resolving conflicts
  - ❖ Use “I” Messages
  - ❖ Decide who owns the problem
  - ❖ Learn to negotiate and compromise
  - ❖ Use the conflict resolution process
  - ❖ Call upon mediation

# Use “I” Messages



- “I” messages help you take ownership of your feelings
- You state what you feel or think instead of criticizing the other person
- “You” messages come across like accusations

# Decide Who Owns the Problem

- When a problem exists between two people, both own the problem
- To avoid misunderstandings, use feedback to clarify the message



# Learn to Negotiate and Compromise

- **Negotiation** is communicating with others to reach a mutually satisfying agreement
  - ❖ Methods of negotiation
    - You win/I lose
    - I win/you lose
    - I lose/you lose
    - I win/you win
- A **compromise** is the agreement of both parties to give up something in order to reach a solution

# Use the Conflict Resolution Process

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■ The *conflict resolution process* is a step-by-step form of communication that allows conflict to be worked out in a positive manner

1. State the problem
2. List possible solutions
3. Evaluate each possible solution
4. Pick the best solution
5. Carry out the solution
6. Evaluate the results

# Mediation



- In *mediation*, a third person is called on to help reconcile differences
  - ❖ This person is called a mediator
- *Peer mediators* are students trained in the conflict resolution process
- They help fellow students settle their differences



# Activity

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- Liz and Sandy both planned a sleepover party for the same weekend. However, their parents said only one of them could have the party, and Liz really wanted it. Liz tried to convince her sister to postpone her party, but Sandy would not.
- How can Liz resolve the conflict using the “I win/you win” method?

# Violence: A Destructive Method of Handling Conflict

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- When violence is used, conflict is ended only because one person or party has been injured
- Types of violence and abuse include
  - ❖ gang violence
  - ❖ spouse, child, and elder abuse
  - ❖ emotional abuse
  - ❖ suicide
- Violence does not solve conflicts

# Did You Know...

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- Domestic violence is the leading cause of injury to women between the ages of 15 and 44 in the United States
- Police report that 40%–60% of the calls they receive, especially on the night shift, are domestic violence disputes

Source: Clark County Prosecuting Attorney, Clark County, Indiana

# Summary for Topic 3-3

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- No matter how well people communicate, conflicts still occur
- There are many types and causes of conflicts
- People can react to conflicts positively or negatively
- Conflicts can best be resolved through negotiation and compromise

# Summary for Topic 3-3

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- The conflict resolution process is a step-by-step method of working through conflict in a positive way
- Mediation by a neutral third party is sometimes necessary
- Violence is a destructive method of conflict resolution