

Keys to Conflict Resolution

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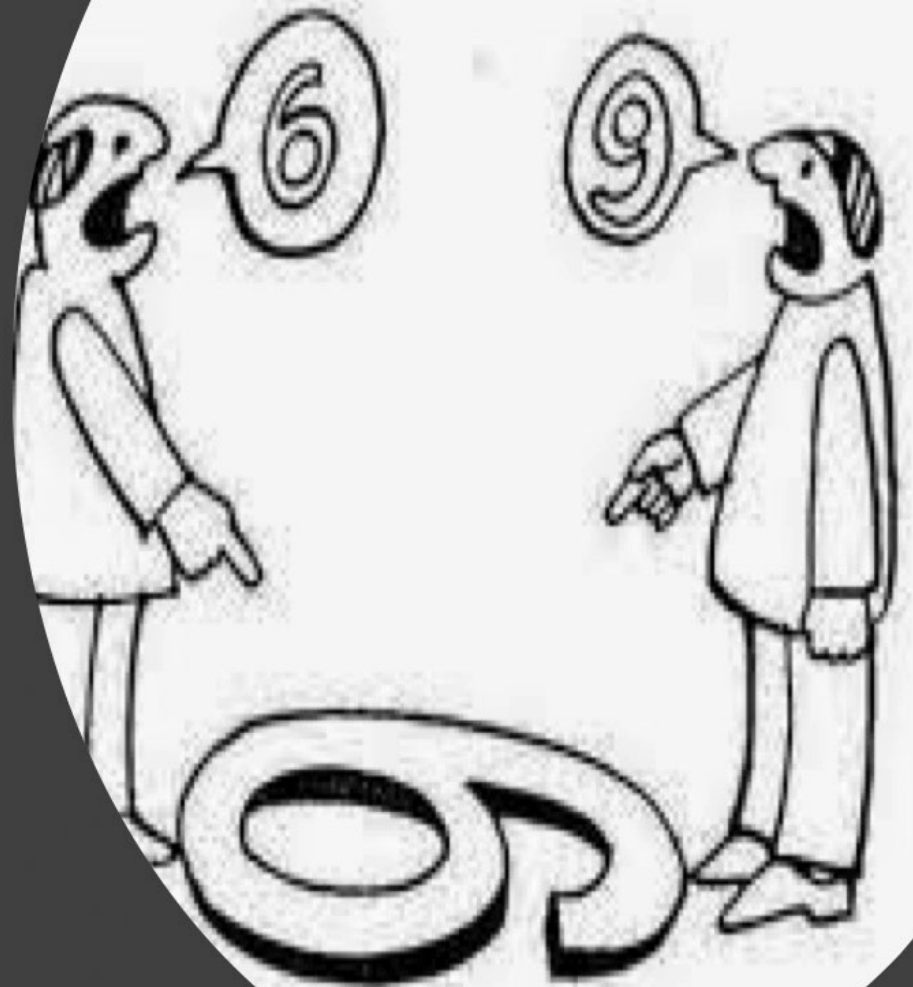
Goals for this presentation



- Define conflict
- Define resolution
- Understand Unsuccessful conflict resolution
- Identify Skills for successful conflict resolution
- Understand bullying
- Understand how to resolve issues regarding a bully
- Avoid being a bully

What is conflict?

- Conflict is a normal, and even healthy, part of any relationship.
- It's a serious disagreement or argument, typically a protracted one.
- **synonyms:** dispute, quarrel, squabble, disagreement, difference of opinion, dissension
- It also provides an opportunity for growth.

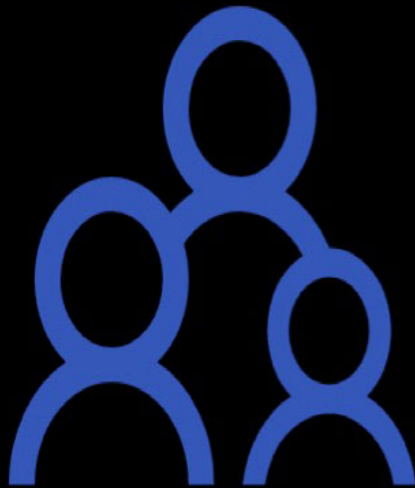


How do conflicts arise?

- Difference of opinion/ perspective
- Difference in goals
- Misunderstandings
- Lack of communication
- Offences



How do you handle conflict?



- Do you:
 - Avoid it/ Hide from it
 - Fight
 - Yell
 - Go along with whatever the other person wants



That's not
the way to
handle
conflict!!

What is a resolution?

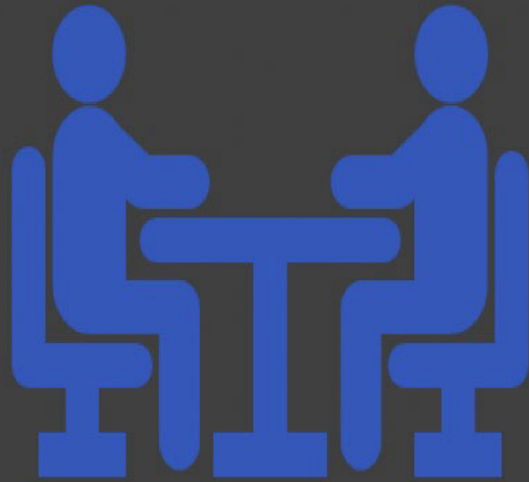


- Solving a problem, dispute, or contentious matter.
- synonyms: solution to, answer to, end to, explanation to
- Not all conflicts will have a peaceful resolution.
- Sometimes it is necessary to agree to disagree

Conflict resolution is

- Using tools such as:
 - Compassion
 - Understanding
 - Listening skills/ Active listening
 - Expression
 - Forgiveness
 - Respect
- To reach a mutual understanding/ end
- Or agree to disagree





Keys to successful conflict resolution

- Clarify what the disagreement is
- Establish a common goal for both parties
- Discuss ways to meet the common goal
- Determine the barriers to the common goal
- Agree on the best way to resolve the conflict
- Acknowledge the agreed upon solution and determine the responsibilities each party has in the resolution.

The range of emotions I experience in a day



Resolution process

- Important attributes in the resolution process
 - Recognize and manage your emotions
 - Recognizing nonverbal communication
 - Using effective non verbal communication

Bullying

- Defined as to seek to harm, intimidate, or coerce (someone perceived as vulnerable).
- persecute, oppress, tyrannize, torment, browbeat, intimidate, cow, coerce, strong-arm, subjugate, domineer
- Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated over time. Both kids who are bullied and who bully others may have serious, lasting problems.
- Bullying is the exploitation of a perceived power imbalance due to popularity, physical strength, access to embarrassing information to control or harm others.



Examples of bullying

- Verbal bullying Teasing
- Name-calling
- Inappropriate sexual comments
- Taunting
- Threatening to cause harm
- Social bullying,
- Spreading rumors about someone
- Embarrassing someone in public
- Physical bullying
- Hitting/kicking/pinching
- Tripping/pushing
- Taking or breaking someone's things
- Making mean or rude hand gestures



Your role



- Bully: These children engage in bullying behavior towards their peers.
- Victim: These children are the targets of bullying behavior.
- Kids who Assist: These children may not start the bullying or lead in the bullying behavior, but serve as an "assistant" to children who are bullying.
- Kids who Reinforce: These children are not directly involved in the bullying behavior but they give the bullying an audience.
- Kids who Defend: These children actively comfort the child being bullied and may come to the child's defense when bullying occurs.

What should you do if you are bullied?

- Ask the bully to stop the offensive behavior
- Tell an adult or friend
- Tell your parents or someone in authority such as a teacher
- Remember, its not your fault
- Walk away when the bully approaches you
- Stay Positive
- Be Confident
- Keep out of the bully's way
- Use The Buddy System

Make sure you are not a bully

- Treat others as you want to be treated
- Use empathy
- Be compassionate
- Be kind



Questions



References

- Helping You Develop the Skills You Need
 - <https://www.skillsyouneed.com/ips/listening-skills.html>
- Stomp Out Bullying
 - <https://www.stompoutbullying.org/get-help/about-bullying-and-cyberbullying/are-you-being-bullied>