



**SOFT
SKILLS**

Conflict Management

OVERVIEW: Understanding and using
conflict Management Tools

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OBJECTIVE:

General:

- Increase awareness of managing conflicts in a positive way.

Specifically -

- Participants will:
- Understand that conflict are normal occurrences in our daily lives.
- Understand the benefits of managing conflict positively.
- Identify and name emotions being experienced in conflicts,
- Use understanding of emotions to guide appropriate response to the situation.

KWHLAQ Chart?

<https://www.teachthought.com/pedagogy/whats-a-kwhlaq-chart-kwl-chart/>

What do I already know?	What do I want to know?	How will I learn it?	What did I learn?	How might I apply my learning?	What new question do I have?
1.					
2.					
3.					

INTRODUCTORY ACTIVITY:

- Hard stone or soft cloth
- A mouse or a monster
- A gentle breeze or a stormy wind
- An owl or an hawk
- A purring cat or a barking dog

WHICH DID YOU CHOOSE AND WHY?

"I'll show you"



"Let's do this together"



"I can't do this"



Reflective Exercise

- Reflect on the last time you were involved in a conflict
 - What **emotions** did you experience?
 - What were the **root cause** of the conflict?
 - Explain what this conflict or issue means to you.

Can you see any of these working for you?

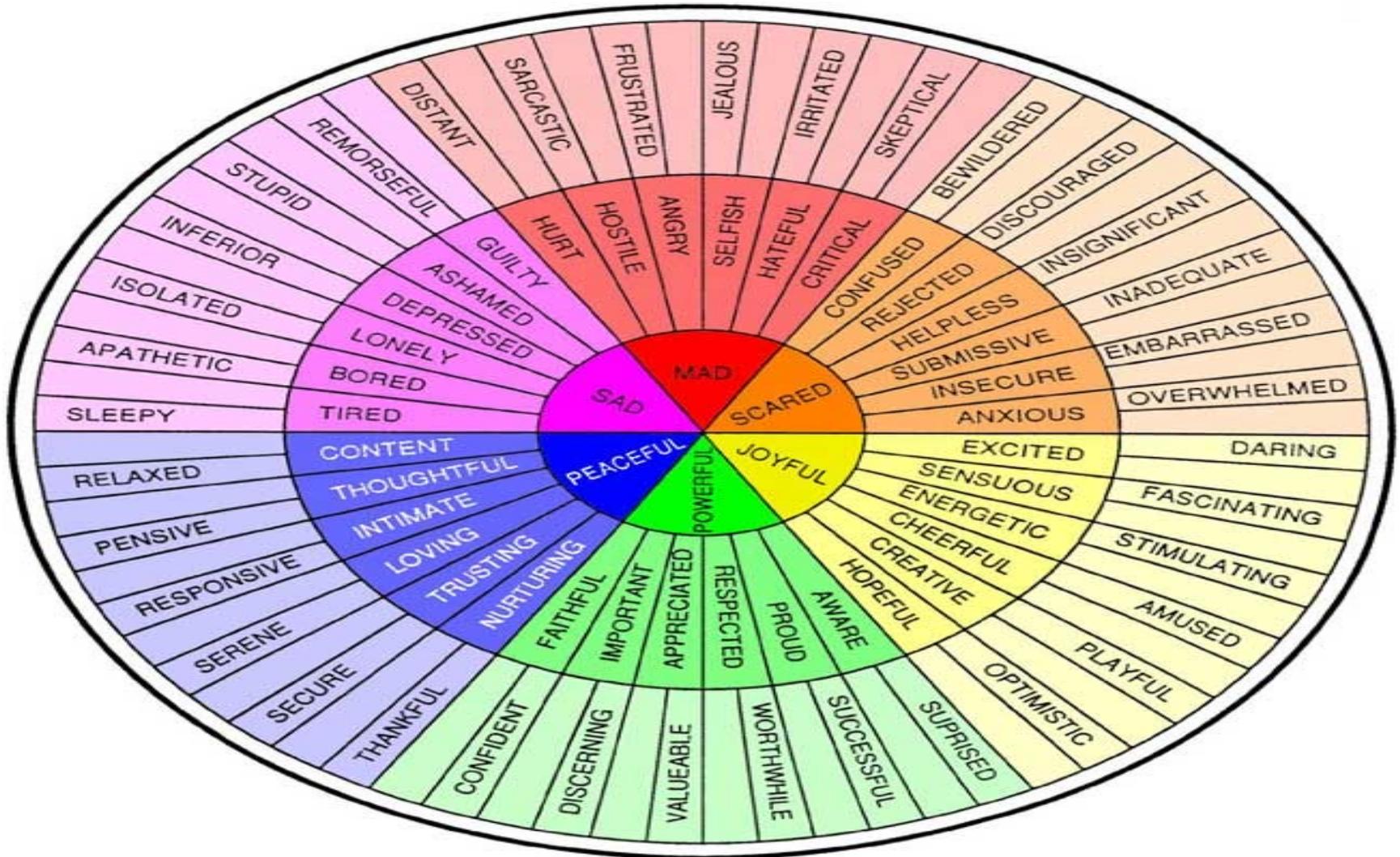


What are the emotions that you experienced?

- Anger
 - Anxiety
 - Confusion
 - Fear
 - Hurt
 - Loss
 - Frustration
 - Helplessness
 - Excitement
- It is believed that these are the universal nature of conflict

What are the emotions that often fuel a conflict?

https://www.google.com/search?q=images+of+feelings+wheel&source=lnms&tbm=isch&sa=X&ved=2ahUKEwihofWF86L-AhWRjYKEHYwDB-sQ_AUoAXoECAEQAw&biw=1366&bih=625&dpr=1#imgrc=f0Uw3ihEfx8ZwM

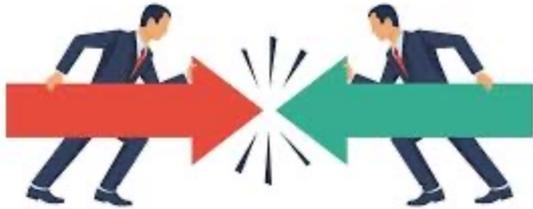


Responding to Conflict

- What are some ways that people generally use to respond to conflict?



Examples of ways that people generally use to respond to conflict?



ANGER



- Is Anger really Anger?
- What is Anger?
- What are your Anger Triggers?
- What **emotion** is triggering your anger?

The Anger Iceberg

<https://www.therapistaid.com/therapy-worksheet/anger-iceberg>

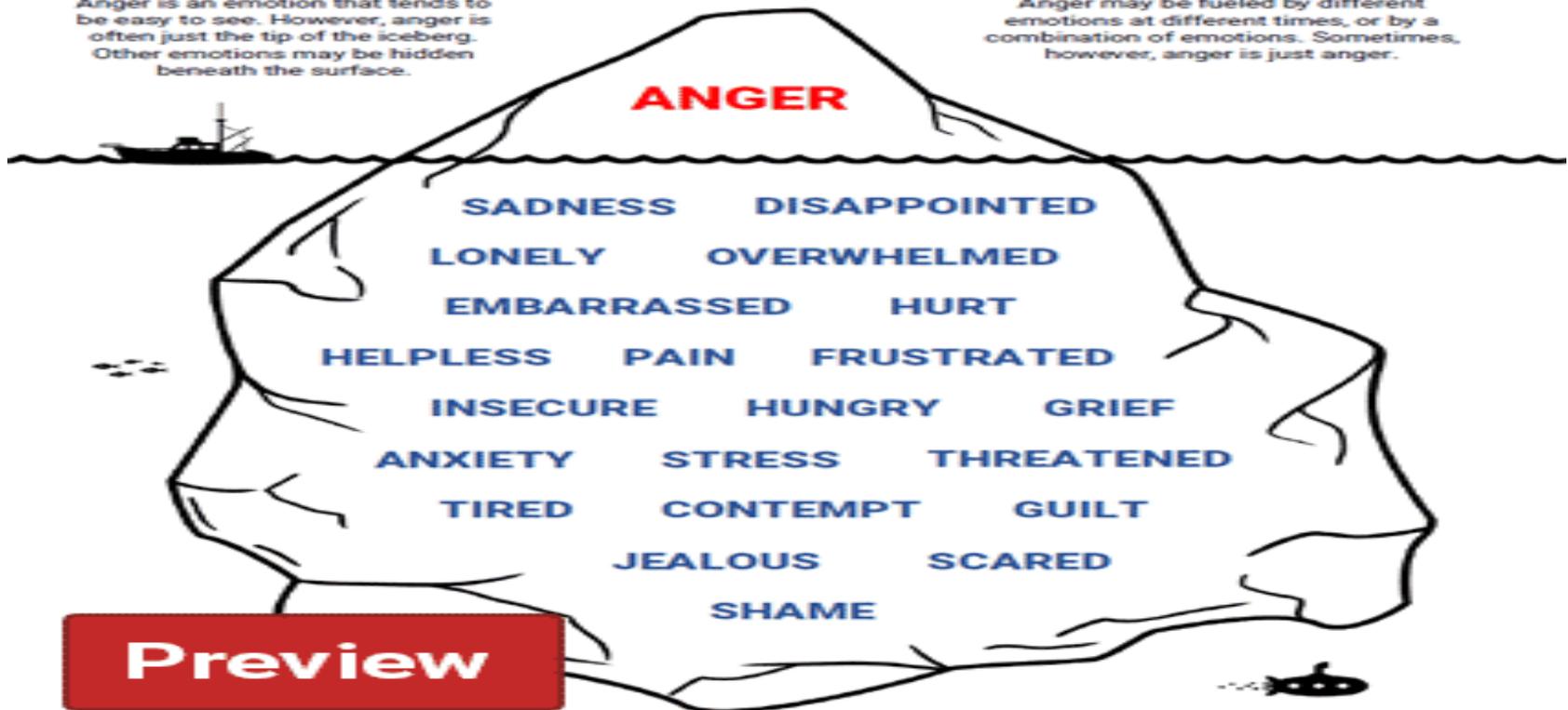
Anger Iceberg

In some families, anger is seen as more acceptable than other emotions. A person might express anger in order to mask emotions that cause them to feel vulnerable, such as hurt or shame.

Anger triggers are people, places, situations, and things that set off anger. Your triggers can provide clues about the emotions behind your anger.

Anger is an emotion that tends to be easy to see. However, anger is often just the tip of the iceberg. Other emotions may be hidden beneath the surface.

Anger may be fueled by different emotions at different times, or by a combination of emotions. Sometimes, however, anger is just anger.



What are some examples of situations that cause conflict?



Some situations that causes conflict

Organizational
Structure

Limited
Resources

Task
Interdependence

Incompatible
Goals

Personality
Differences

Communication
Problems

- Misunderstandings
- Poor communication
- Lack of planning
- Frustration, stress and burnout

Video

<https://www.dailymotion.com/video/x63gswk>

- What is happening here?
- What could anyone of them done differently?
- Are there any lessons to be learnt here?

What impact does conflict have on.....

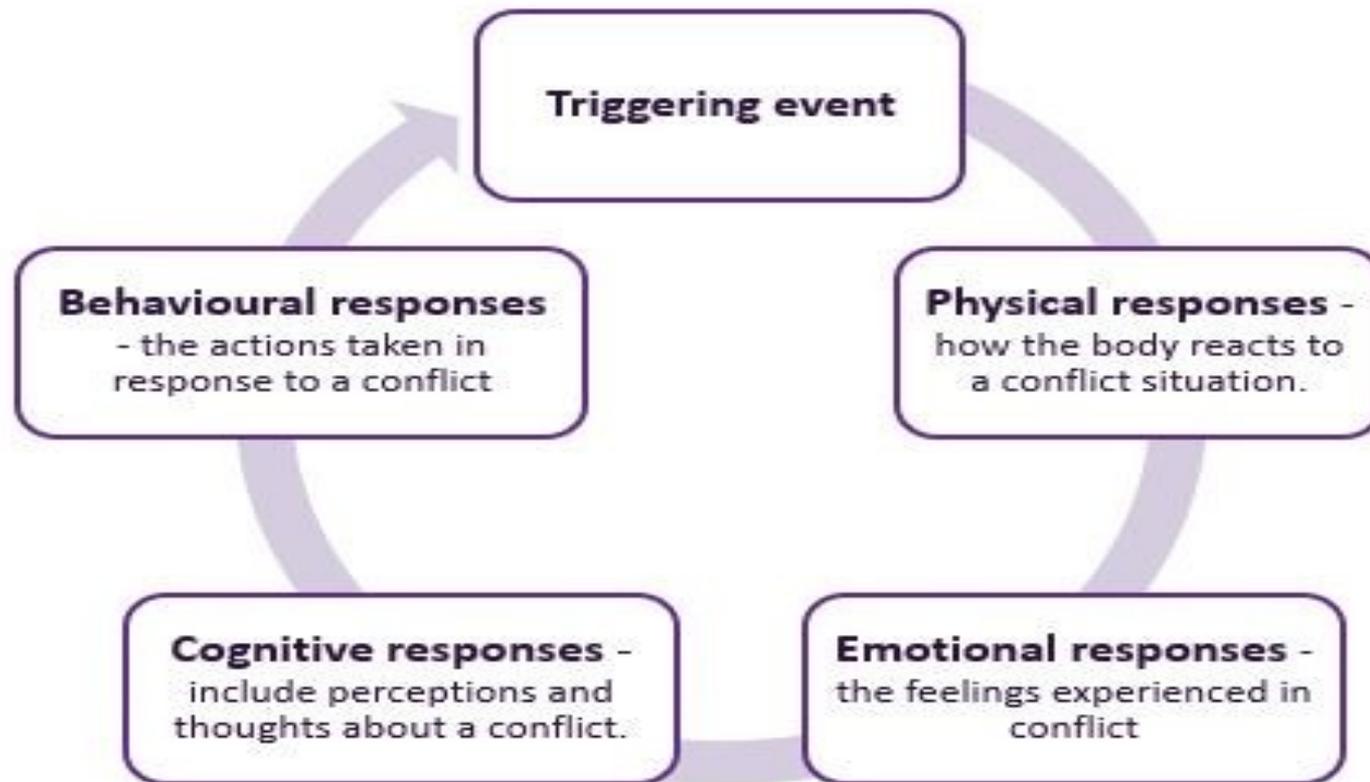
- You
- Family
- Friends
- Community and
- Country?



IMPACT OF CONFLICT ON YOU

<https://www.linkedin.com/pulse/conflict-whole-body-experience-carolyn-hirst/>

Conflict A Whole Body Experience



Impact of conflict

(whole group sharing)

- *Base on your experience with conflict what impact does conflict have on these areas of one's life?*
 - Emotional Impact
 - Social Impact
 - Physical impact
 - Financial impact
 - Spiritual impact

Conflict Management Tools

- WHAT ARE SOME POSITIVE WAYS TO WORK THROUGH CONFLICT?



<https://www.lawyersnjurists.com/article/emotional-conflict/>

Emotionally Intelligent Conflict Management



SKILL COMPONENT STEPS:

- 1. Identify the issue
- 2. Identify different ways to solve the issue
- 3. Try each solution suggested
- 4. Choose the best solution

Group Activity

10 minutes

- ***Group:*** In your groups read the following scenario and generate some possible solutions for an amicable resolution.
- ***Scenario:*** You loaned money to someone and the payment date has passed, each time you reminded him/her about the loan the individual becomes defensive.

Closing Thoughts

- Be aware. Conflict can arise at any time.
- Be proactive, Prevention and early resolution are the most effective.
- Seek to understand all sides of the issue, Remain Calm.
- Empathize with the individual.
- Initiate dialogue, and LISTEN, Listen to Understand.
- Ask questions instead of making accusations .
- Don't Take Things Personally. Focus on the Problem, Not the Person
- Focus on What Works, and Know when to ask for help.
- Reflect on the situation, and
- Assess your options.
- Take action.
- Focus on the future not the past
- Be Respectful, recognize no one is All or ALWAYS right.

Conflict Management Assessment

Conflict Management Styles Assessment

Please **CIRCLE ONE** response that best describes you. Be honest, this survey is designed to help you learn about your conflict management style. There are no right or wrong answers!

Name Sonia Sarre

Date 2/17/2021

	Rarely	Sometimes	Often	Always
1. I discuss issues with others to try to find solutions that meet everyone's needs.	1	2	3	4
2. I try to negotiate and use a give-and-take approach to problem situations.	1	2	3	4
3. I try to meet the expectations of others.	1	2	3	4
4. I would argue my case and insist on the advantages of my point of view.	1	2	3	4
5. When there is a disagreement, I gather as much information as I can and keep the lines of communication open.	1	2	3	4
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible.	1	2	3	4
7. I try to see conflicts from both sides. What do I need? What does the other person need? What are the issues involved?	1	2	3	4
8. I prefer to compromise when solving problems and just move on.	1	2	3	4
9. I find conflicts exhilarating; I enjoy the battle of wits that usually follows.	1	2	3	4
10. Being in a disagreement with other people makes me feel uncomfortable and anxious.	1	2	3	4
11. I try to meet the wishes of my friends and family.	1	2	3	4
12. I can figure out what needs to be done and I am usually right.	1	2	3	4
13. To break deadlocks, I would meet people halfway.	1	2	3	4
14. I may not get what I want but it's a small price to pay for keeping the peace.	1	2	3	4
15. I avoid hard feelings by keeping my disagreements with others to myself.	1	2	3	4