

CONFLICT AND CONFLICT RESOLUTION

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WHAT IS CONFLICT?

WHY CONFLICTS HAPPEN?

- **Conflict** is collision of opposite directed purposes, interests, positions, opinions or views of opponents or subjects of interaction (Psychological dictionary, L. A. Karpenko).
- Conflict is a natural thing in our life. Conflicts happen because people don't agree with each other. The reasons for this also can be explained by the fact that all the people are different. They have different ideas, different views of life, different values and so on.



EXAMPLE OF A CONFLICT

- There can be conflicts between family members, such as brothers and sisters, parents and children, between classmates, friends, colleagues, parties or states.
- **EXAMPLE:** you parents want you to wear proper clothes, but you think that such clothes are too conservative. So, of course, you prefer to wear something fashionable and modern, such as jeans and T-shirt. Your parents don't approve of it, and after some time you have a conflict with them, trying to prove that your style of clothes is good and that you don't want to wear conservative suits and skirts.

TYPES OF CONFLICTS

- INTRA INDIVIDUAL – the conflict in the personality at the level of individual consciousness
- INTERPERSONAL – the conflict between two and more members of one or several groups
- INTER-GROUP – the conflict between groups (for example, the conflict between various classes, nationalities, religious groups)
- ORGANIZATIONAL – pressure upon the person from the side cultural, administrative, economic norms and instructions, the conflict with the organizations supporting these norms and instructions



PEACEFUL CONFLICT RESOLUTION

- Conflicts can lead to fights, bad relations, violence and even wars. That's why is very important to learn how to resolve conflicts peacefully or just to avoid them.



PEACEFUL CONFLICT RESOLUTION

- If you have a conflict, you should follow these steps.

THE 7 STEPS TO CONFLICT RESOLUTION		
TO RESOLVE A CONFLICT	WHAT TO SAY OR DO?	WHY?
1. Calm yourself	Take a deep breath, say «relax»	Clears thinking, models control
2. Restore order	Take a «time out»	Stops the fight, contains the damage
3. Hear their stories	«Help me understand your concern»	Gathers information, defuses tension
4. Listen carefully	Eye contact, don't interrupt	Honors the need to be heard
5. Generate solutions	«How could we resolve this?»	Moves from accusations to solutions
6. Agree on a solution	«Would this work for you?»	Moves to resolution, brings closure
7. Test for satisfaction	«Are you sure this will work for you?»	Assures clear communication

KEY POINTS TO REMEMBER

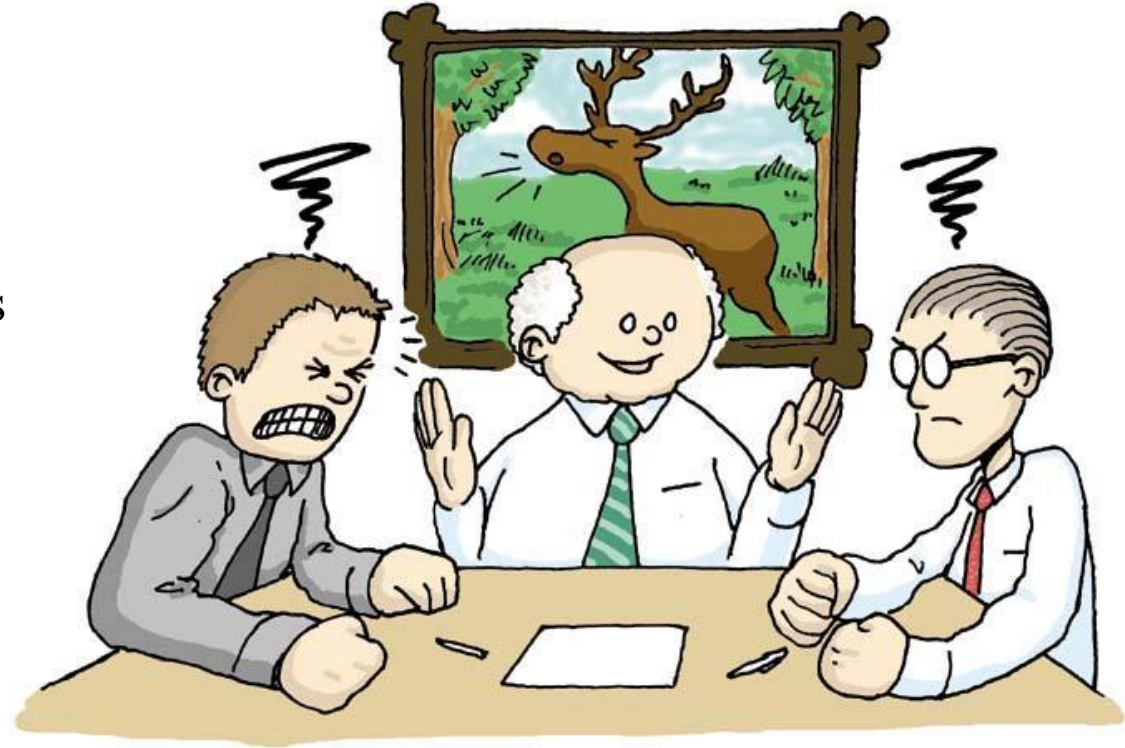
- Be a model of calm and control
- Don't give in to emotional outbursts
- Don't assume people are being difficult intentionally
- Find a quiet place in to resolve conflicts... privately



KEY POINTS TO REMEMBER

Set some ground rules for the discussion:

- No raising of voices
- This is not a debate
- Speak only for yourself... «I» phrases
- Confront the issues, not the people
- Maintain or enhance self-esteem



KEY POINTS TO REMEMBER

- And finally, you should be patient, listen to what other people say, respect their point of view and not criticize them all the time, they also have the right to have their ideas. This will help us prevent conflicts and to have good relations with people. Just try to be kind to everybody and do anything with love.



«Begin each day with friendly thoughts,

And as the day goes on,

Keep friendly, loving, good, and kind,

Just as you were at dawn».

(Frank B. Whitney)



**THANK YOU FOR
YOUR
ATTENTION!**