



# **CONFLICT RESOLUTION FOR MIDDLE SCHOOL STUDENTS**

**Presented by Military & Family Life Counselors**

# OBJECTIVES

## Participants will learn:

- To define what conflict is
- Different responses to conflict
- Communication skills
- Ways to handle conflict



# AGENDA

## What is Conflict?

- Choices
- Steps for Conflict Resolution
- Communication Skills
- Ground Rules for Handling Conflict
- Discussion Questions
- Summary



# WHAT IS CONFLICT?

- Conflict is a disagreement between 2 or more people
- Conflict is a normal part of life – 2 people can't agree on everything, all the time
- Conflict isn't always negative – there can be positive results
- It is our reaction to conflict that can create problems
- It's important to learn to resolve conflicts in a positive way



# CHOICES

## **We can choose how we want to respond to a conflict**

Here are three ways of responding:

- Aggressive (Mean): Intentionally doing something to hurt another person (physically or emotionally) to make them do something they don't want to do
- Submissive (Giving in): going along with what someone wants you to do even though you don't really want to
- Assertive (Strong): Standing up for yourself while showing respect for the other person



# STEPS FOR CONFLICT RESOLUTION

- Stop and Think
- Stay Calm
- Talk
- Listen
- Think Ahead
- Come Up with Solutions
- Ask for Help





# COMMUNICATION SKILLS

- Reflective listening: Restating what the other person said to make sure you understand what they are trying to communicate
  - “What I’m hearing you say is \_\_\_\_\_.”
- “I” statements: Taking responsibility for your own reactions without blaming or attacking the other person
  - “When you \_\_\_\_\_, I feel \_\_\_\_\_, because \_\_\_\_\_.”
- Be aware of your non-verbal skills – making a grimacing face, rolling your eyes, standing with arms folded etc.



# GROUND RULES FOR HANDLING CONFLICT

- One person talks at a time
- No physical fighting
- No emotional or verbal abuse (no name calling, hurtful personal attacks or profanity)
- Discuss only one issue at a time





# GROUND RULES FOR HANDLING CONFLICT

CONTINUED

- Do not blame others
- Use good eye contact
- Take a time out if needed
- Be tolerant of the other person's ideas and opinions - everyone's point of view is important



# DISCUSSION QUESTIONS

- When someone says something hurtful or insensitive to you, what's a good way to confront them without starting a fight?
- Have you ever said something in the heat of an argument that you later regretted? What happened? How could you have handled it differently?



# DISCUSSION QUESTIONS

CONTINUED

- Have you ever gotten into a heated conflict because you were really upset about something else?
- What are the benefits of resolving conflicts in a peaceful and positive way?



# SUMMARY

## Successful conflict resolution depends on your ability to:

- Pay attention to your feelings (stop and think if you are feeling angry)
- Remain calm
- Stay in control of your emotions and behaviors
- Pay attention to feelings the other person is expressing
- Listen to the other person
- Be tolerant of differences (accept that we all have different opinions and points of view)





**QUESTIONS?**

# RESOURCES

- Military Community Services
- Chaplain and Local Clergy
- Military OneSource (800) 342-9647
- TRICARE [www.Tricare.mil](http://www.Tricare.mil)
- Behavioral Health Services





# REFERENCES

- Teachable Moment: Morningside Center for Teaching Social Responsibility, [info@morningsidecenter.org](mailto:info@morningsidecenter.org)
- Teaching Guide: Preventing Conflicts & Violence
- Teaching Guide: Working Out conflicts [wonflicts.html](http://wonflicts.html)
- Facilitating Teen Conflict Resolution: Helping kids Resolve Social Problems, Suite 101.com
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**THANK YOU**

