

1. Review conflict:

The nature of conflict

- Conflict is natural, neither positive nor negative
- It's not whether you have conflict in your life, it's what you do with the conflict that makes a difference
- Nature uses conflict as a motivator for change, creating beautiful beaches, canyons, mountains, and pearls

Conflict is not a contest

- Winning and losing are goals for games, not conflicts
- Learning, growing, and cooperating are goals for resolving conflicts
- Resolving conflict is rarely about who is right; it's about acknowledgement and appreciation of differences

2. Hand out "Approaching conflict – do's and don'ts" worksheet

- a. Review

3. Hand out Conflict worksheet

- a. All to complete
- b. Open discussion

4. Hand out Conflict resolution process