



VOLUME 3 CONFLICT MANAGEMENT • JAN/FEB 2021



COUNSELING CORNER

NORTH ROYALTON COUNSELING DEPARTMENT NEWSLETTER

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Monthly Newsletter Topics

December: Stress Management

January/February: Conflict Management

March: Essential Skills

April: Relationships

May: Summer Bridging

Conflict Resolution

A resource for families

Often, many small incidents and conflicts can lead to larger disagreements because, unfortunately, many teens believe that when a conflict or disagreement arises, they have no choice but to fight. Some teens do not know how to control themselves when an insult is thrown at them.

As parents/guardians, the best way to help your child is to provide them insight into opportunities to acquire peacemaking skills, an understanding of how to confront adversity, while also brainstorming ideas of things you can both do to prevent this from happening again.

1. Talk to the person directly, don't use other people to speak for you! (It's like the game "Telephone," by the time the message reaches the other person, it ends up sounding different than you intended).

2. Don't jump to conclusions! Hearing the other person's side of the story can help you get the facts and understand where they are coming from.

3. Listen!!! Each side needs a chance to express themselves. Body language speaks volumes!

4. Use "I" statements to express your feelings. I feel..., I wish...

5. Apologize if you have done something wrong or hurt someone. Don't be afraid to take responsibility for your actions.

In the Classroom

There are many different scenarios for classroom conflicts, and not all can be resolved in the same manner; however, there are five key conflict resolution strategies that should be understood.

- **Problem-solving negotiations:** When both the goal and the relationship are highly important to the students, problem-solving negotiations are initiated to resolve the conflict. Solutions are sought that ensure both students fully achieve their goals and that any tensions or negative feelings between the two are dissipated.
- **Smoothing:** When the goal is of little importance, but the relationship is of high importance, one person gives up their goals so that the other person can achieve theirs. This is done to maintain the highest-quality relationship possible. If the teacher detects that one student's goals or interests in the conflict are much stronger than the other's, the teacher can facilitate a smoothing of the conflict. Smoothing should be done with good humor!
- **Forcing or win-lose negotiations:** When the goal is very important but the relationship is not, students will seek to achieve their own goals at the expense of the other person's goals. They do so by forcing or persuading the other person to yield. They are competing for a win.
- **Compromising:** When both the goal and the relationship are moderately important, and it appears that neither person can have their way, the students will need to give up part of their goals, and possibly sacrifice part of the relationship, in order to reach an agreement. Compromising may involve meeting in the middle or flipping a coin. Compromising is often used when students wish to engage in problem-solving negotiations but do not have the time to do so.
- **Withdrawing:** When the goal is not important to the student and neither is the relationship, a student may wish to give up their goal completely and avoid the issue with the person. Sometimes it is good for both students to withdraw from the conflict until they have calmed down and are in control of their feelings.

Resources and Extension Activities

Ted Talks

1. Why Conflict is a good thing – Dale Feinauer –
<https://www.youtube.com/watch?v=TF38pGE7GBg>

2. Finding Confidence in Conflict – Kwame Christian
<https://www.youtube.com/watch?v=F6Zg65eK9XU>

3. How Understanding Conflict Can Help Improve our lives – Robin Funsten
<https://www.youtube.com/watch?v=fdDQSHyyUic>



Podcasts

5 Steps to help kids resolve conflicts

<https://sunshine-parenting.com/5-steps-to-help-kids-resolve-conflicts/>

Extension Activities

What's your conflict resolution style?

https://www.media-partners.com/blog/the_5_conflict_management_styles_which_one_are_you_%5Bquiz%5D.htm

Teaching kids to deal with conflict

<https://childmind.org/article/teaching-kids-how-to-deal-with-conflict/>

Community Resources



Connecting For Kids

<https://connectingforkids.org/>

Cuyahoga County Public Library

Events

<https://attend.cuyahogalibrary.org/events?v=list>