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
We can choose how we want to respond to a conflict

Here are 3 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?
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
THANK YOU