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

• 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

• 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
• Behavioral Health Services
REFERENCES

• Teachable Moment: Morningside Center for Teaching Social Responsibility, info@morningsidecenter.org

• Teaching Guide: Preventing Conflicts & Violence

• Teaching Guide: Working Out conflicts www.goodcharacter.com/BCBC/Preventing Conflicts.html

• Facilitating Teen Conflict Resolution: Helping kids Resolve Social Problems, Suite 101.com

• Conflict Resolution Activities, TeacherVision, www.teachervision.fen.com
THANK YOU