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| **Name:** Gamboa, Avery V.  **Yr. and Sec.:** IV-7 BSE Values Education  **Reporter No.:** 16  **Topic:** Conflict Resolution | desktop 001.jpg |
| **OBJECTIVES:**  At the end of the discussion, the students must be able to:  C: define the word conflict and identify the principles of conflict resolution  A: recognize the importance of resolving conflicts in their lives  B: apply the principles of conflict resolution in every conflict that they are experiencing  **MATERIALS:**   * LCD Projector * Laptop   **REFERENCES:**   * Conflict Resolution, Self Help Alliance * <http://www.learningpeace.com/pages/LP_04.htm> * <http://www.crmlearning.com/blog/index.php/2012/07/conflict-resolution-six-steps-to-manage-disagreements-successfully-4/> * http://www.huffingtonpost.com/susan-steinbrecher/resolving-conflict-six-si\_b\_4171635.html | **ACTIVITY:**  Direction: Each student will receive pieces of paper with a category. The students will paste the paper to the person that fits in the given category.  Categories are:   * Person in which you had a conflict * Person in which you had a conflict before, but already resolved * Person in which you had a conflict and not yet resolved   **PROCESSING QUESTIONS:**   1. How do you find doing the activity? Why? 2. What do you feel while pasting the given category to the specific person that you have chosen? 3. To the person with whom you had a conflict before, but already resolved, how are you able to resolve the conflict? 4. In the group, why is it necessary to solve conflicts among members? |

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| **ABSTRACTION:**  **Conflict**  A physical confrontation such as fight, battle or struggle or used more broadly to mean a disagreement or opposition of interests or ideas.  **Conflict Resolution**  A positive process whereby individuals resolve issues in an informal or formal atmosphere, or where issues are resolved as part of the ongoing interaction between individuals.  **Principles of Conflict Resolution**   1. **Think Before Reacting**   The tendency in a conflict situation is to react immediately. After all, if we do not react we may lose our opportunity. In order to resolve conflict successfully it is important to think before we react--consider the options, weigh the possibilities. The same reaction is not appropriate for every conflict.   1. **Listen Actively**   Listening is the most important part of communication. If we do not hear what the other parties are communicating we cannot resolve a conflict. Active listening means not only listening to what another person is saying with words, but also to what is said by intonation and body language. The active-listening process also involves letting the speaker know that he or she has been heard. For example,  With an "I-Message" we express our own wants, needs or concerns to the listener. "I-Messages" are clear and non-threatening way of telling others what we want and how we feel. A "you-message" blames or criticizes the listener. It suggests that she or he is at fault.   1. **Look for Interests**   Positions are usually easy to understand because we are taught to verbalize what we want. However, if we are going to resolve conflict successfully we must uncover why we want something and what is really important about the issue in conflict. Remember to look for the true interests of the all the parties to the conflict.   1. **Focus on the Future**   In order to understand the conflict, it is important to understand the dynamics of the relationship including the history of the relationship. However, in order to resolve the conflict we must focus on the future. What do we want to do differently tomorrow?   1. **Options for Mutual Gain**   Look for ways to assure that we are all better off tomorrow than we are today. Our gain at the expense of someone else only prolongs conflict and prevents resolution. | "What I heard you say is......"  **3. Assure a Fair Process**  The process for resolving a conflict is often as critical as the conflict itself. It is important to assure that the resolution method chosen as well as the process for affecting that method is fair to all parties to the conflict. Even the perception of unfairness can destroy the resolution.   1. **Attack the Problem**   Conflict is very emotional. When emotions are high it is much easier to begin attacking the person on the other side than it is to solve the problem. The only way conflicts get resolved is when we attack the problem and not each other. What is the problem that lies behind the emotion? What are the causes instead of the symptoms?   1. **Accept Responsibility**   Every conflict has many sides and there is enough responsibility for everyone. Attempting to place blame only creates resentment and anger that heightens any existing conflict. In order to resolve a conflict we must accept our share of the responsibility and eliminate the concept of blame.   1. **Use Direct Communication**   Say what we mean and mean what we say. Avoid hiding the ball by talking around a problem. The best way to accomplish this is to use "I-Messages". |

**CONFLICT RESOLUTION**

1. **Options for Mutual Gain**
2. **Focus on the Future**
3. **Use Direct Communication**
4. **Attack the Problem**
5. **Listen Actively**
6. **Look for Interests**
7. **Accept Responsibility**
8. **Assure a Fair Process**
9. **Think Before Reacting**

**PRINCIPLES OF CONFLICT RESOLUTION**

**Conflict Resolution**

A positive process whereby individuals resolve issues in an informal or formal atmosphere, or where issues are resolved as part of the ongoing interaction between individuals.

**Conflict**

A physical confrontation such as fight, battle or struggle or used more broadly to mean a disagreement or opposition of interests or ideas.