

What is conflict resolution?

We can all get pretty angry. We may feel that something is unfair, something has been taken or broken that we value, someone is being mean, we're not getting a fair share, etc. So what do you do? You could throw a tantrum, get upset, be mean to somebody, etc. Would any of these things solve the problem?

Conflict Resolution: Try to sort things out so that everyone gets a fair go and something of what they want. There are 4 things that you can do:

- 1 Understand
- 2 Avoid making things worse
- 3 Work together
- 4 Find the solution

Understand

Everyone involved needs to understand what the conflict (argument) is about.

To do this, everyone needs to:

- say what they feel about it (without interruptions).
- listen to what other people have to say about their feelings (without interrupting them)
- try to put themselves in the other person's shoes and try to understand their point of view.

Avoid making things worse

- no put-downs
- no mean, nasty remarks that will hurt people's feelings - no personal remarks about a person's looks, gender (whether they are a boy or girl), their 'secrets' or things that have happened in the past
- no screaming and shouting
- no fighting, hitting, kicking, pushing or any kind of hurting the other person's body.

Work together

Make "I" statements, like:

"I feel hurt when..."

"I need to feel or be..."

"I hear what you are saying, but I feel..."

- Say what you feel without blaming the other person, e.g. "I feel sad when you shout" is better to say than "Your shouting makes me feel sad."
- Take turns at speaking. You might even want to decide on a time limit for each person to speak before you get started. That way everybody gets the same chance to say what he or she wants.
- Talk quietly. It's hard to keep your voice down when you feel upset, but a quiet firm voice is far better than someone shouting. A loud nasty voice makes everyone upset and unwilling to listen.
- Write down what you each see as the problem and then read what the other person has written.
- Do some **active listening (show the person that you are listening) by:**
 - o **looking at them**, to show that you are giving your full attention. Don't overdo it though. Staring hard at someone makes that person feel uncomfortable.
 - o **making 'listening noises'** (but not interrupting). You know the sort of thing - "Uh huh", saying "yes" or "no" in the right places.
 - o **repeating what you heard**. When they've finished, say what you think you've heard from them, eg. "So, your problem is that I haven't tidied my part of our room?"

Find the solution

Once you have listened to each other and found what the problem is, then you need to look for a solution.

- Brainstorm together to think of ways in which you could resolve the conflict. Think of as many solutions as you can, even if they seem silly at first.
- Another person may be helpful to write down your ideas or suggest ways of making your ideas work so that you can resolve the conflict.

Source: <https://www.cyh.com/HealthTopics/HealthTopicDetailsKids.aspx?p=335&np=287&id=1521>



Resolve The Conflict Guide

Have you ever had a conflict and wished you could have handled it better?

These skills are proven ways to resolve conflict and create successful human relationships where everyone wins. This Conflict Resolution technique is endorsed by many psychologists, counsellors, doctors, business managers, and teachers.

Who: Use it with: your parents, your work colleagues, your friends, anyone!

When: When it's time to take action on your own problem or helping someone else.

How: Work on the questions alone or together. Writing down the answers often helps. One or more of these skills will make the difference.

Why: You will not only take a significant step towards resolving your own immediate problem, but you will also be helping to build the conflict-resolving community.

GUIDE

DO I WANT TO RESOLVE THE CONFLICT?

Be willing to fix the problem.

CAN I SEE THE WHOLE PICTURE NOT JUST MY OWN POINT OF VIEW?

Broaden your outlook.

WHAT ARE THE NEEDS AND ANXIETIES OF EVERYONE INVOLVED?

Write them down.

HOW CAN WE MAKE THIS FAIR?

Negotiate.

WHAT ARE THE POSSIBILITIES?

Think up as many solutions as you can. Pick the one that gives everyone more of what they want.

CAN WE WORK IT OUT TOGETHER?

Treat each other as equals.

WHAT AM I FEELING?

Am I too emotional? Could I;

- a. get more facts,
- b. take time out to calm down,
- c. tell them how I feel?

WHAT DO I WANT TO CHANGE?

Be clear. Attack the problem, not the person.

WHAT OPPORTUNITY CAN THIS BRING?

Work on the positives, not the negatives

WHAT IS IT LIKE TO BE IN THEIR SHOES?

Do they know I understand them?

DO WE NEED A NEUTRAL THIRD PERSON?

Could this help us to understand each other and create our own solutions?

HOW CAN WE BOTH WIN?

Work towards solutions where everyone's needs are respected.

Source: <https://www.crnhq.org/resolve-the-conflict-guide/>

