

# Conflict Management

**L.O: to improve conflict management skills and understand the importance of communication.**

**DNA:**

**Why do you think friendships and relationships change as we get older?**

**What is the most important quality you seek in friendships?**

**Do you think there is always a resolution to conflict between two people?**



**Humanity \* Equality \* Aspiration \* Respect \***

# What is Conflict?

“Conflict is a relationship between two or more parties (individuals or groups) who have, or think they have, incompatible goals and who act on the basis of those **perceived incompatibilities**”, Schneider, 2016

Conflict is not the same as violence – conflict is not always violent, or even immediately obvious



**Task: Write your own definition of 'conflict'.**

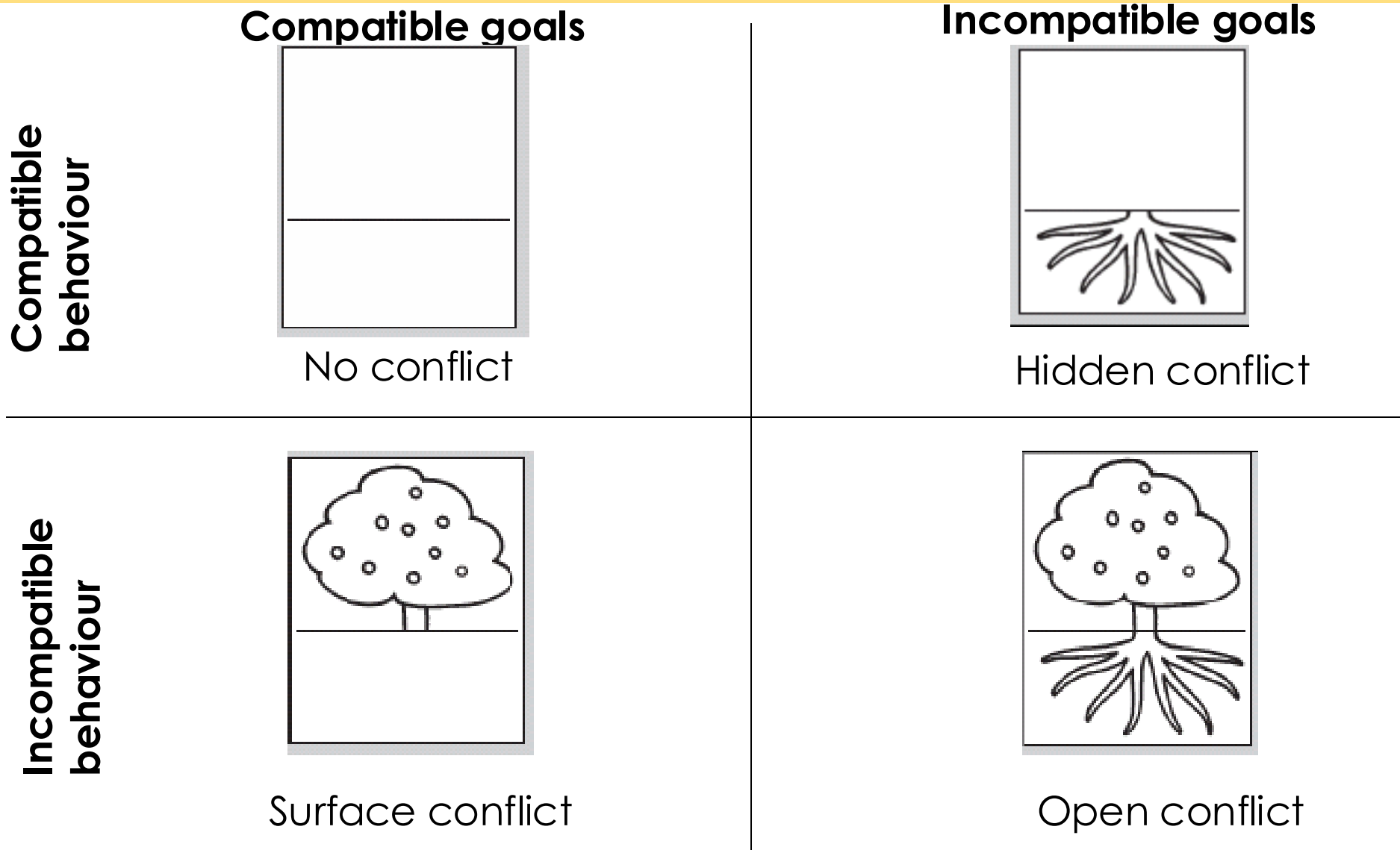
Decoded language

**Perceived** → something that seems a particular way

**Incompatibilities** → two things that are so different in nature that they cannot exist together in harmony

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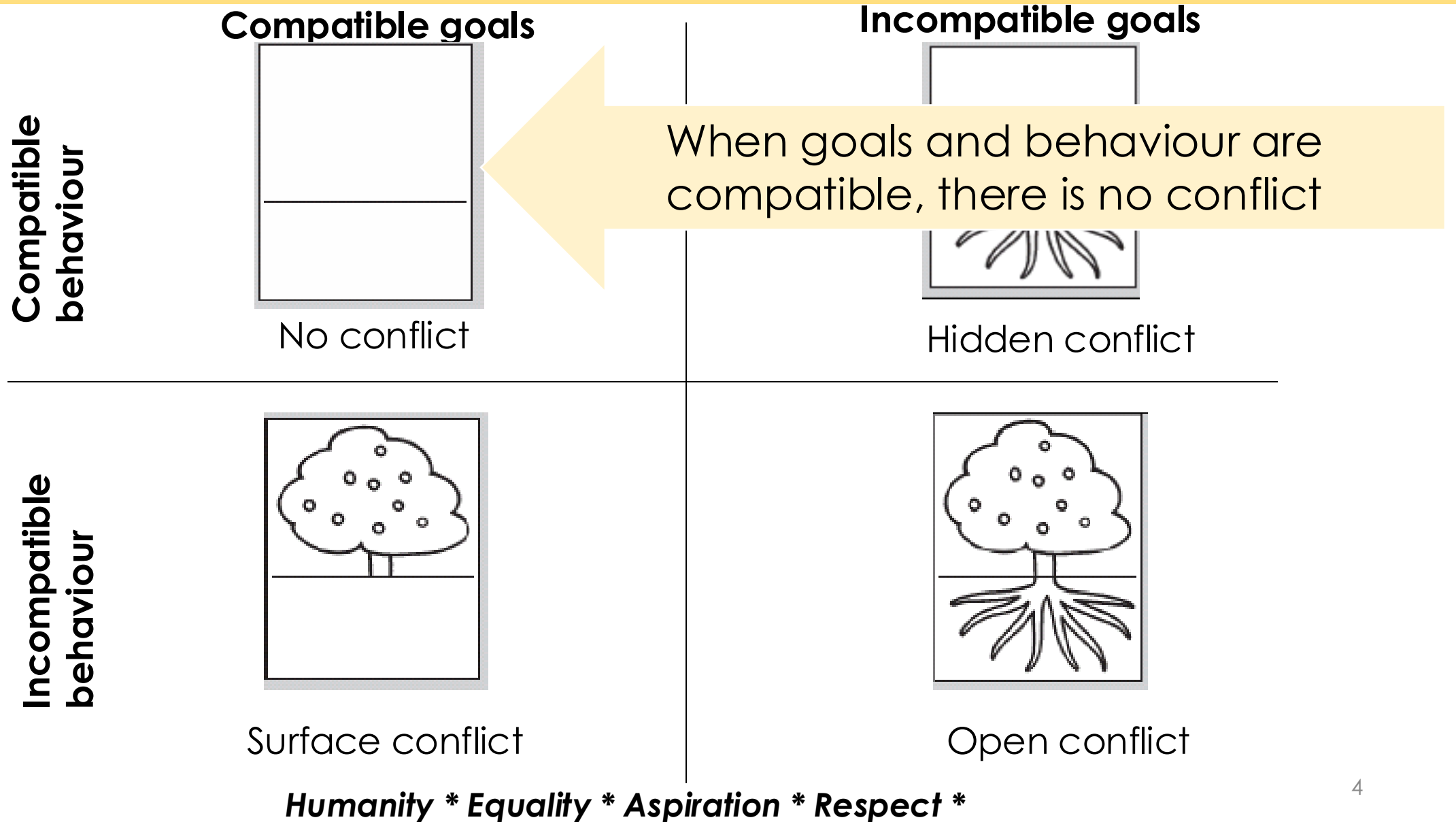
# Types of Conflict



Draw out this diagram. Based on first impressions, which type of conflict do you think is the most severe?

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# Types of Conflict



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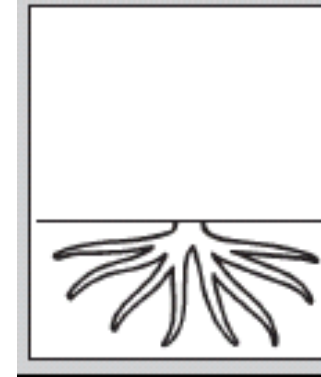
Compatible goals

Incompatible goals

Latent or hidden conflict is when behaviour is apparently compatible, but goals are not. The latent conflict may need to be brought to the surface to be resolved

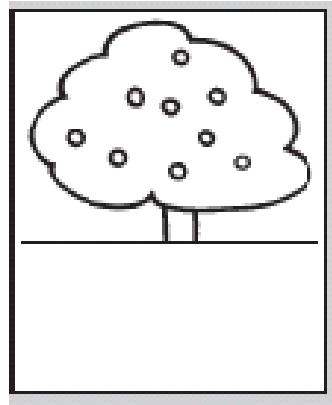
Compatible  
behaviour

No conflict

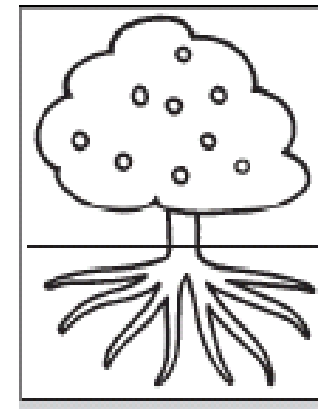


Hidden conflict

Incompatible  
behaviour



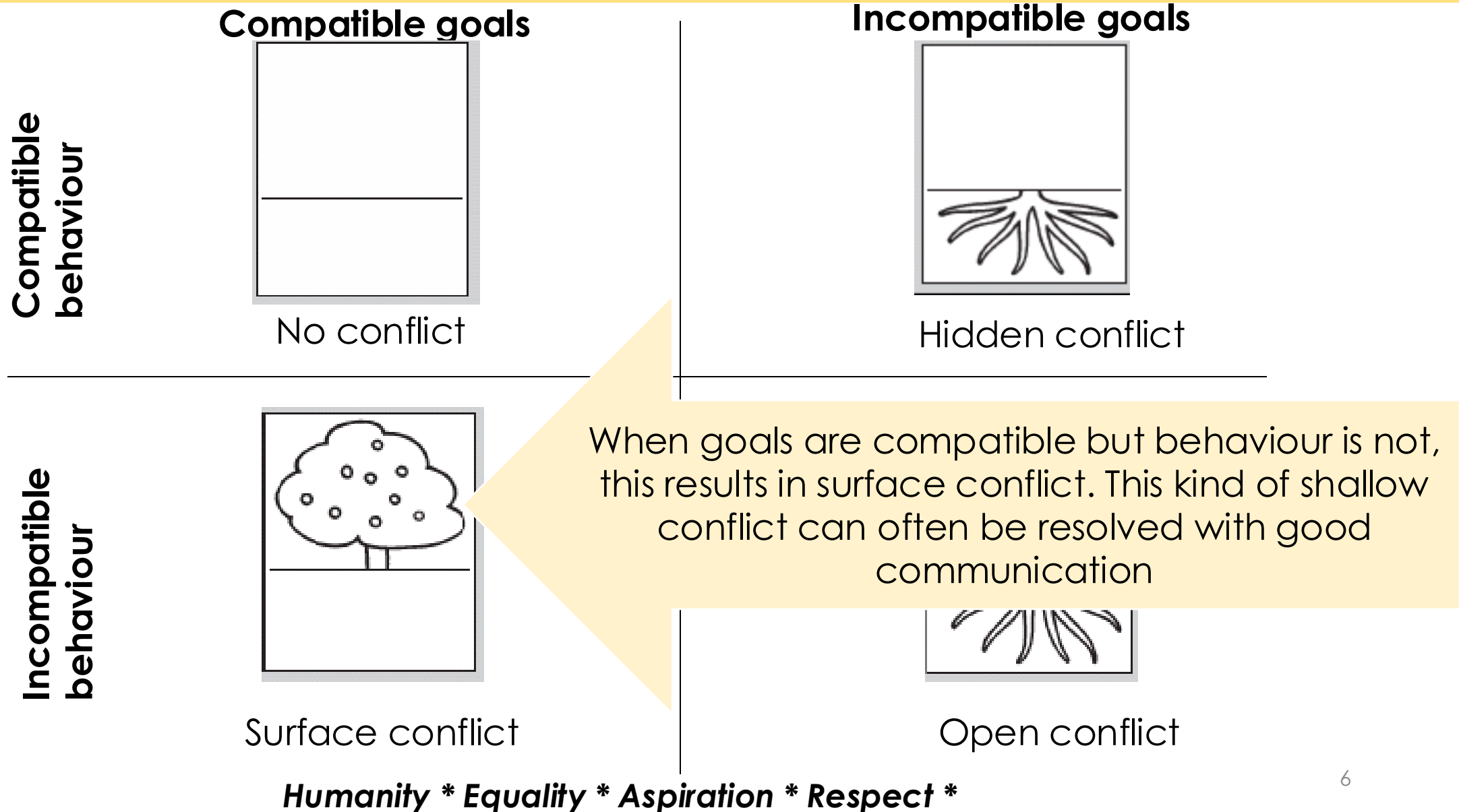
Surface conflict



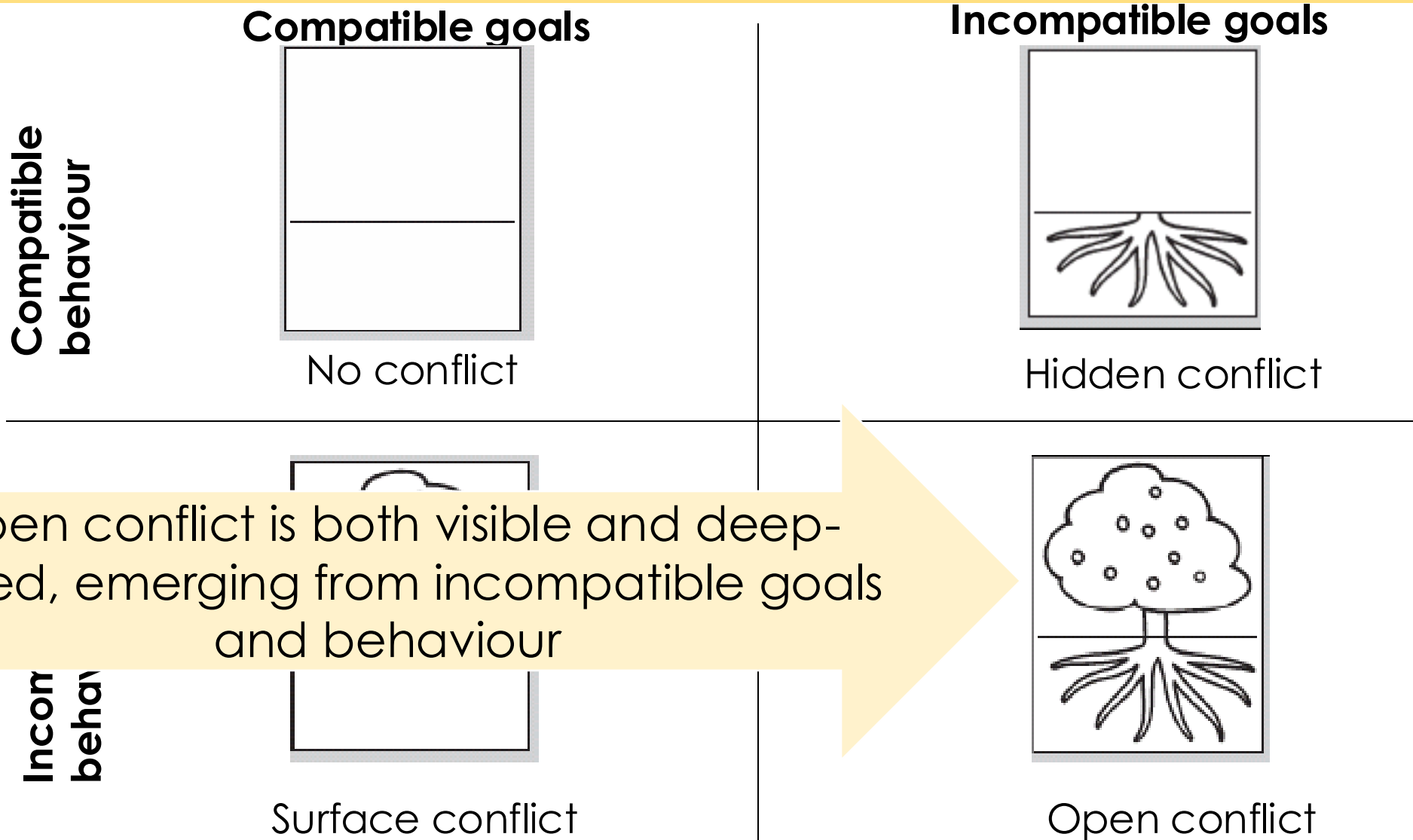
Open conflict

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# Types of Conflict



# Types of Conflict



Open conflict is both visible and deep-rooted, emerging from incompatible goals and behaviour

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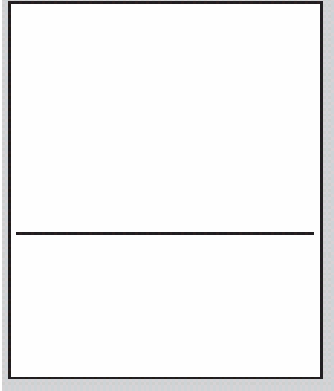
# Types of Conflict

For each type of conflict, write down what you think the consequence of these types of conflict are.

e.g. no conflict can lead to positive relationships and better communication

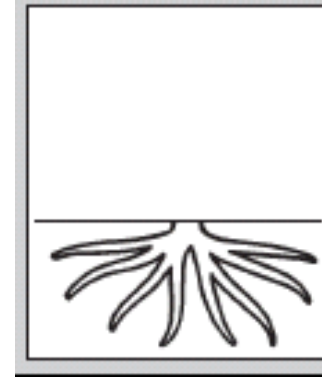
**Compatible behaviour**

**Compatible goals**



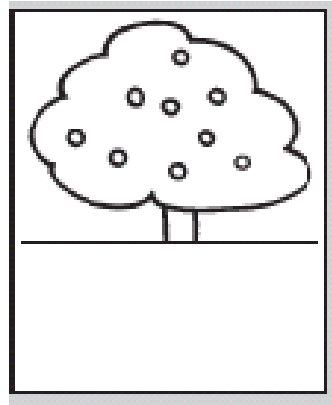
No conflict

**Incompatible goals**

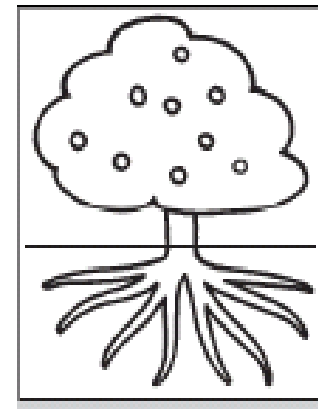


Hidden conflict

**Incompatible behaviour**



Surface conflict



Open conflict

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# Open Communication

Having good communication skills is vital to ensure that you can limit any conflict or misunderstanding.

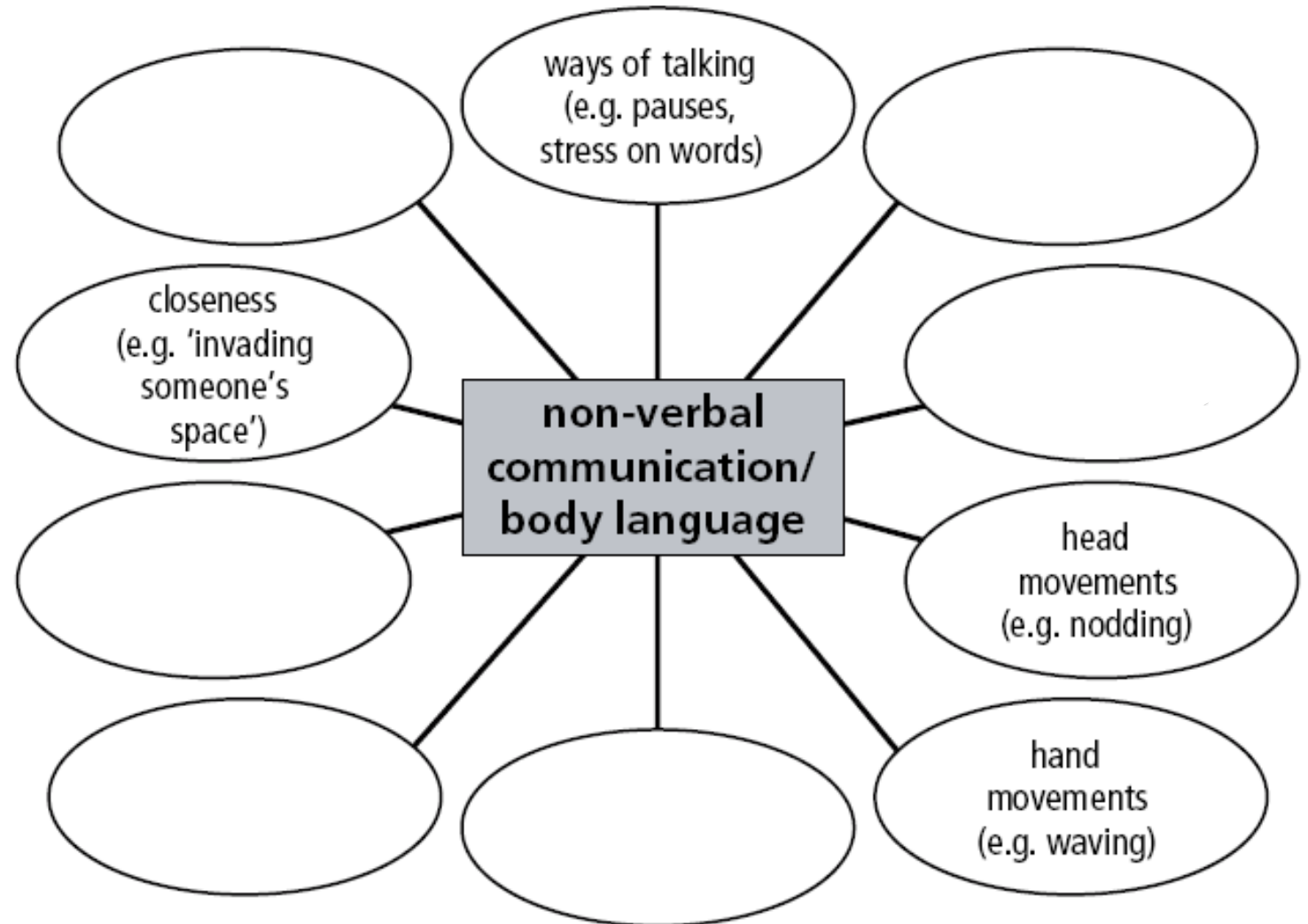
|  |  |
|--|--|
| <b>Fact</b><br><br>List 3 ways we communicate with each other      | <b>Understand</b><br><br>Explain the importance of excellent communication when taking a booking over the phone. |
| <b>Analyse</b><br><br>How does body language affect communication? | <b>Evaluate</b><br><br>Can you justify why a head chef needs excellent communication skills.                     |



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# Body Language

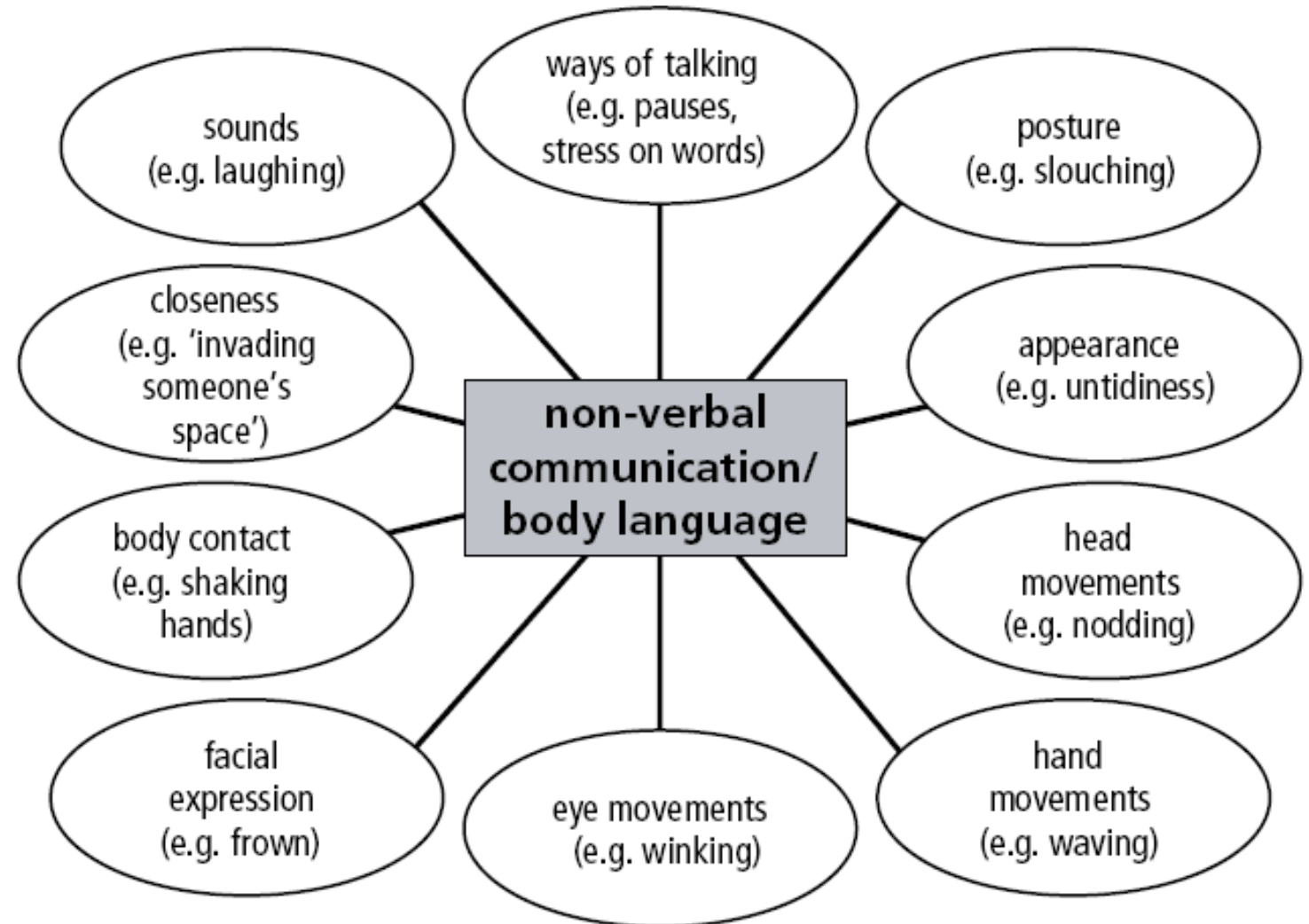
*Fill out the mind map with types of body language. Consider whether these are positive or negative types of body language.*



# Body Language

## Add on to your mind maps.

- Which ones do you think are the most important to maintain positive relationships?
- Which one do you think is the most important in resolving conflict?
- Does your body language change depending on who you are talking to? Provide examples.



# Resolving Conflict

<https://www.youtube.com/watch?v=eT7It4ESSLo>



- What is the purpose of this video?
- What do you think the message is regarding conflict and the ways to deal with it?
- Do you think this effectively portrays the importance of communication?

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# What happens next?

You are now going to take part in a Conflict Resolution activity with the person sitting next to you.

*Based on the scenario below, you are going to take in turns to say and write down what happens next. The point of this task is to see how quickly miscommunication and misunderstandings can escalate. There is no right or wrong answer for this – but see how far the situation may go. An example has been done below.*

**You roll your eyes at Ben when he shouts out in class → Ben tells their friend that you're obnoxious → Ben makes it a point to shout out more just to annoy you → Ben starts to tease you in lesson to make the class laugh → You tell Ben to stop being the class clown → Others start to join in and tease you → you feel isolated in class**

**Your scenario:**

**You've had a bad day so you ignored your friend →**

# Plenary

*Read out your scenarios to the class when you're finished. What different outcomes did we manage to create?*



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