

# Conflict Management

**L.O: to explore techniques for conflict management and apply this to real life scenarios.**

## **DNA:**

*Conflict is a disagreement where there is tension.*

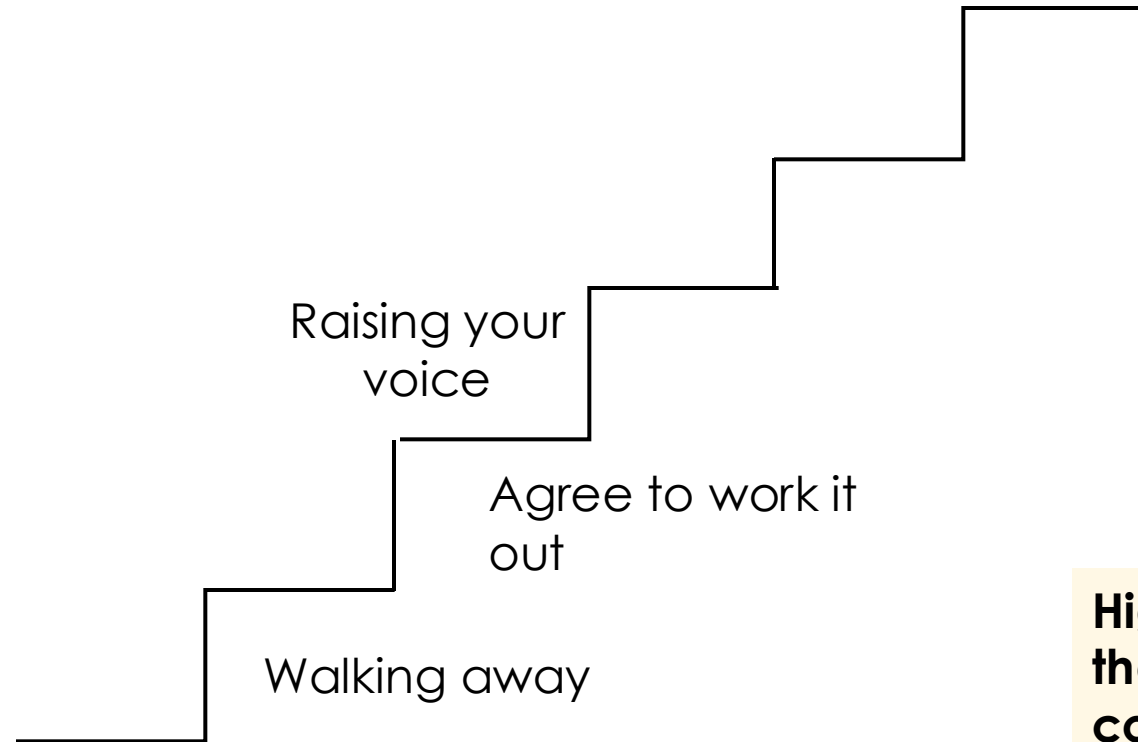
***What signs would you see if there was conflict between two people?***



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

# Steps to Conflict

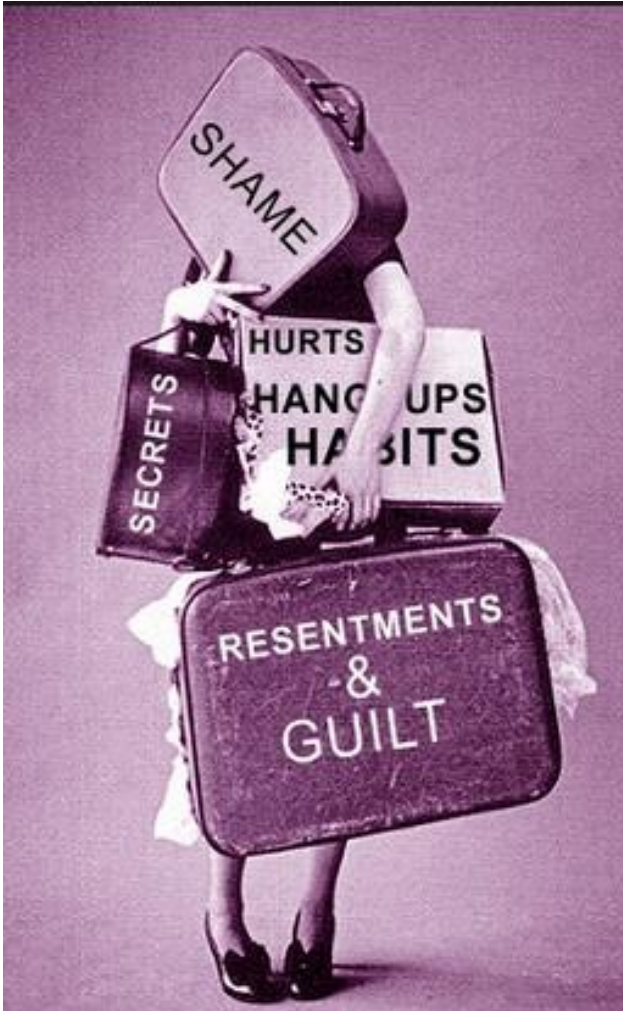
*In groups, write words and actions above the stairs that make a conflict worse and words and actions that calm this down under the stairs.*



**Highlight which one you think is the biggest factor in escalating conflict**

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# Baggage



**When people get into conflict, they often have 'baggage' that can affect the outcome of the situation.**

This includes:

- Past relationships with that person
- Current feelings about that person
- Past experiences with conflict
- Current feelings about conflict
- Feelings about self
- Mood that day

- *To what extent do you think these factors will determine the outcome of the conflict?*
- *If there was no 'baggage', do you think conflict can be solved much easier?*

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# Tips to Resolve Conflict

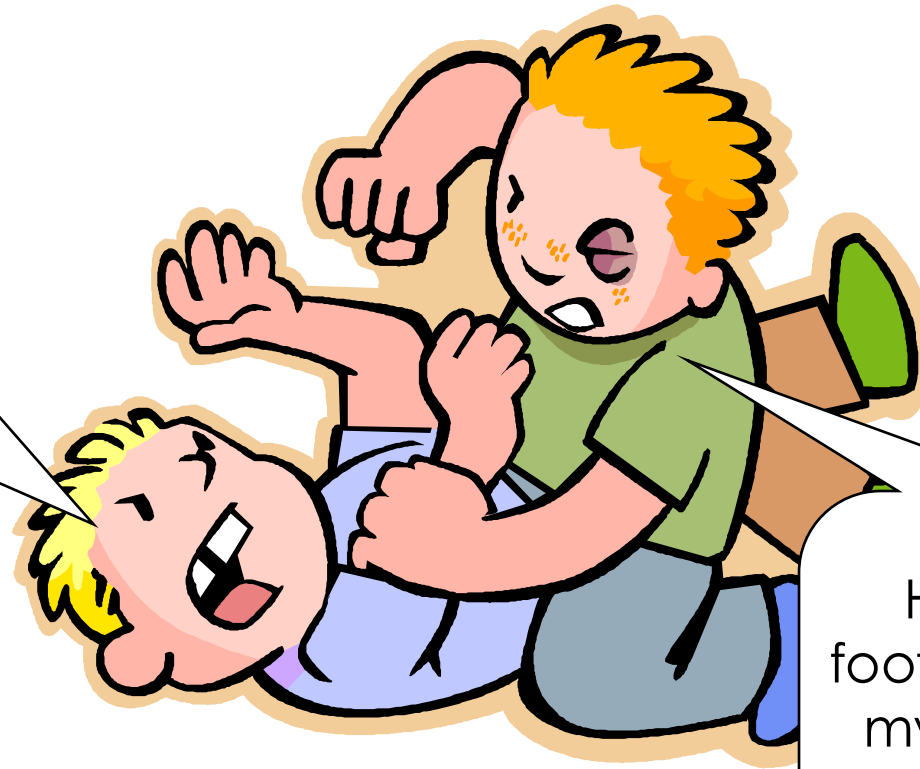
[https://www.youtube.com/watch?v=gu8gSuF\\_lvw](https://www.youtube.com/watch?v=gu8gSuF_lvw)



- Summarise the information in the video into a mind map.
- What are the key tactics to resolve conflict?
- How can you apply these tactics in a school setting?

## Scenarios – How would you resolve the conflict?

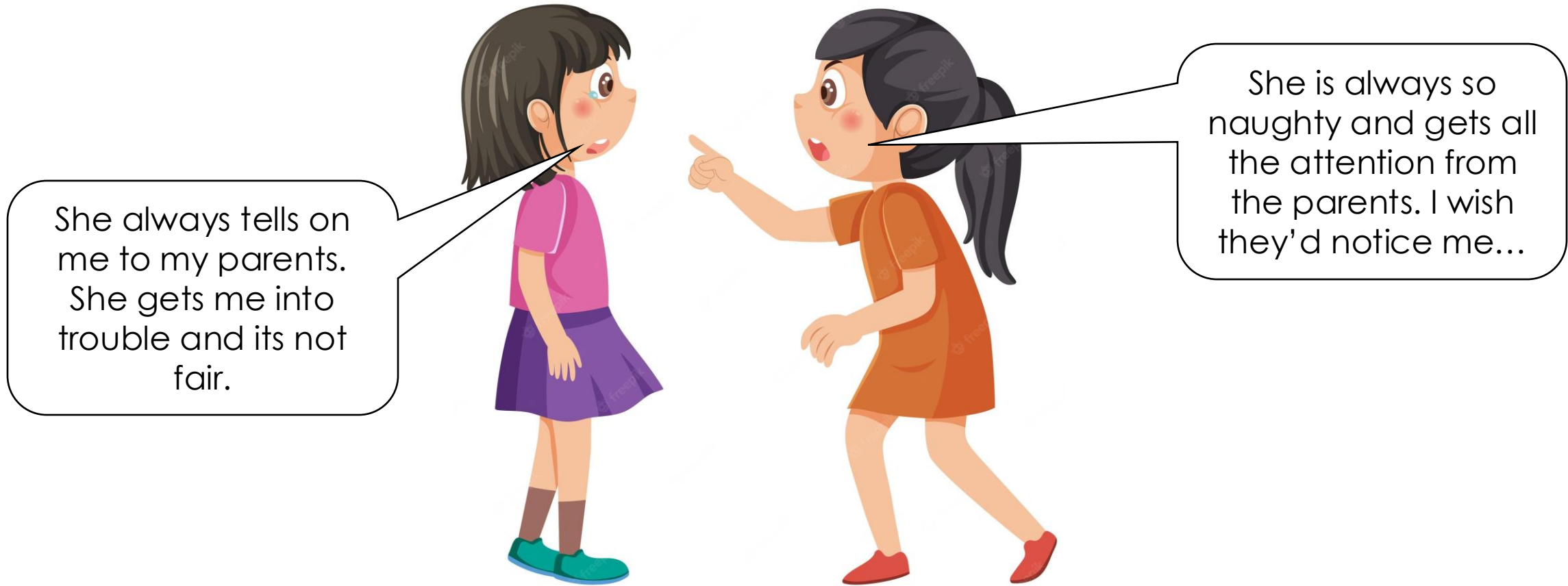
He never passes to me in football. He leaves me out of his games.



He is rubbish at football and none of my friends like him playing on our team because he always loses the ball.

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## Scenarios – How would you resolve the conflict?



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## Scenarios – How would you resolve the conflict?

He's so rough.  
He doesn't realise it  
hurts me. I don't like  
it when he is violent.



We only really play  
together when it's  
rough. I don't know  
any other way to be  
with him.

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# “Violence only escalates the situation” To what extent do you agree?

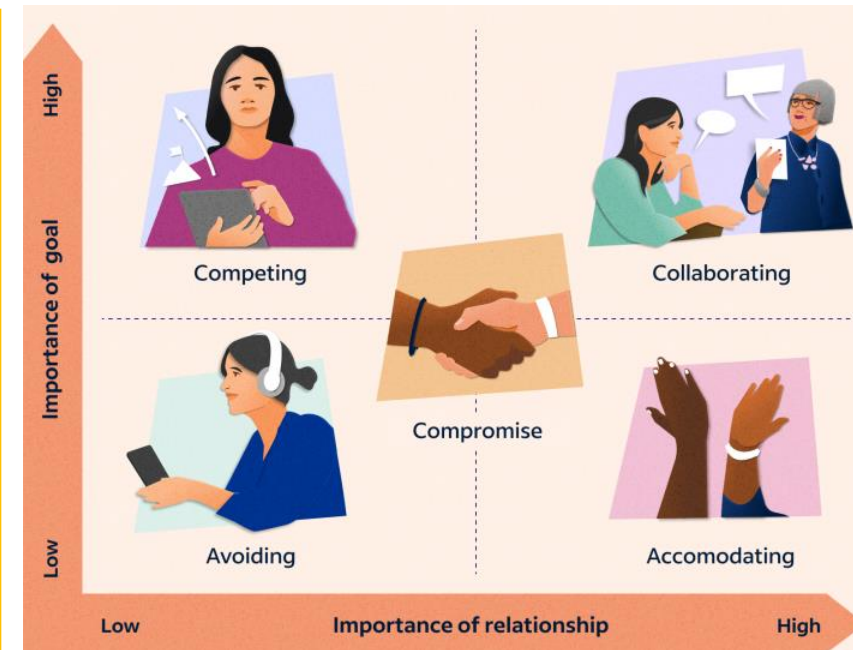
Write a speech based on the statement above. Use the success criteria and exemplar response as a guide.

## Exemplar response:

Martin Luther King once said, “Darkness cannot drive out darkness; only light can do that. Hate cannot drive out hate; only love can do that.” Going by this idea, violence cannot drive out violence; only peace can. For many people this is true, not only for minute situations, but also for national, regional and global matters in question. Although there are situations in which violence may seem like the only answer, people can find alternative responses to get their arguments and points across.

## Success criteria:

- ❑ Reference to conflict management tactics
- ❑ A clear and strong argument
- ❑ Advice on deescalating situations
- ❑ Examples/anecdotes



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# Plenary

*Do you think conflict management skills improve as we get older?*



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