




**CONFLICT  
RESOLUTION AND  
ANGER MANAGEMENT**  
GRADE 9 PPL 10 HEALTH - MRS. LONGVAL



Conflict is a part of life - it affects **EVERYONE!**

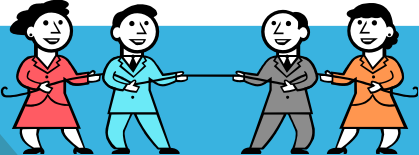
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Your **reactions** and **methods of dealing** with conflict are important. Understanding the **roots of conflict** will give you the tools to respond **effectively**




**WHAT IS CONFLICT ??**

- **Conflict is any clash between 2 or more people or groups.**



**THE POSITIVE APPROACH .....**

- Involves solving the problem in a collaborative way
- Taking responsibilities for your actions
- Building stronger relationships and communities



### THE NEGATIVE APPROACH.....

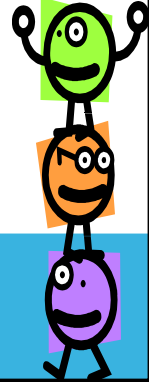
- Is to be aggressive and confrontational
- No sense of personal responsibility
- No shared understanding - only winners and losers



### SOLVING CONFLICTS – POSITIVE AND NEGATIVE DISPUTES

#### 1. Collaboration

- Solving differences together is always preferred
- Shared understandings and both parties are better off.



### SOLVING CONFLICTS – POSITIVE AND NEGATIVE DISPUTES

#### 2. Negotiation

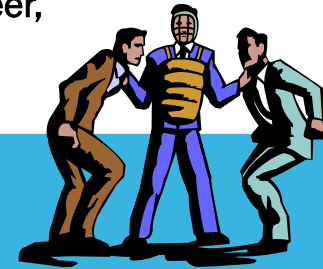
- Most conflicts can be sorted out by negotiating between parties
- A little “give and take” on all sides is all it takes 😊



### SOLVING CONFLICTS – POSITIVE AND NEGATIVE DISPUTES

#### 3. Mediation

- Allows for a third party to give direction to the disputants
- This can be a peer, teacher, and/or parent.



SOLVING CONFLICTS – POSITIVE AND NEGATIVE DISPUTES

**4. Confrontation**

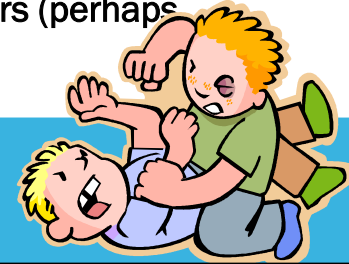
- Risks escalating a conflict to the point where there may be no way out (except the next stage....)



SOLVING CONFLICTS – POSITIVE AND NEGATIVE DISPUTES

**5. Aggression**

- What you want to AVOID at all costs.
- At this point, there are only winners and losers (perhaps neither)



TYPES AND TRIGGERS OF CONFLICT

Differences in **beliefs**, values, **principles**, or goals are often at the root of many conflict situations.

It is **HOW** you **RESPOND** in such situations that determines how the vents will unfold.

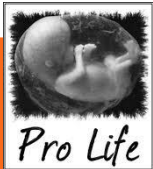
**INTERNAL CONFLICT**

- Are opposing emotions you often feel within yourself
- This may cause you to question some of your core values and beliefs – and clarify your moral values.



## INTERPERSONAL CONFLICT

- is a dispute that you have with someone else.
- Listening to and fully accepting the views of others may be difficult – how you react will be influenced by your relationship.



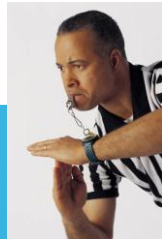
## INTRA-GROUP CONFLICT

- Members within a group disagree on some point or issue.
- Go out of your way to find a compromise that works for everyone.



## INTER - GROUP CONFLICT

- Occurs when 2 groups find themselves in opposition to one another.
- In sports, as in life, a dispute could have serious consequences.



## YOUR ROLE IN THE CONFLICT.....

When conflict arises, it is easy to criticize the behaviour of others.

Blaming the other party may be a natural 1<sup>st</sup> instinct, but it often makes sense to look at your own role in the situation too.....

Think about how you handled yourself in recent conflict situations, large or small....

1. Are you the one who initiated the conflict?
2. Are you the one who was victimized in the situation?
3. Are you the one who mediated the conflict?
4. Are you the one who aggravated the conflict to the point where it could not be resolved calmly?