



Name: _____

PPL 10: Conflict Resolution & Anger Management | Mrs. Longval



- Conflict is a part of life - it affects _____!
- Your _____ and _____ with conflict are important.

Understanding the _____ will give you the tools to respond effectively

What is Conflict?

The positive approach

- Involves solving the problem in a _____ way
- Taking _____ for your _____
- Building stronger _____ and communities

The negative approach.....

- Is to be _____ and _____
- No sense of _____ responsibility
- No shared _____ - only winners and losers



Solving Conflicts – Positive and Negative Disputes

1. _____

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



2. Negotiation

- Most conflicts can be sorted out by negotiating between parties
- A little “_____” on all sides is all it takes ☺

3. _____

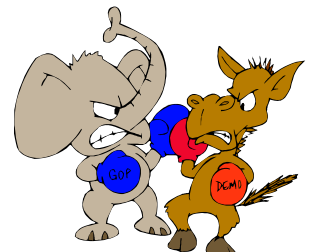
- Allows for a _____ to give direction to the disputants
- This can be a peer, teacher, and/or parent.

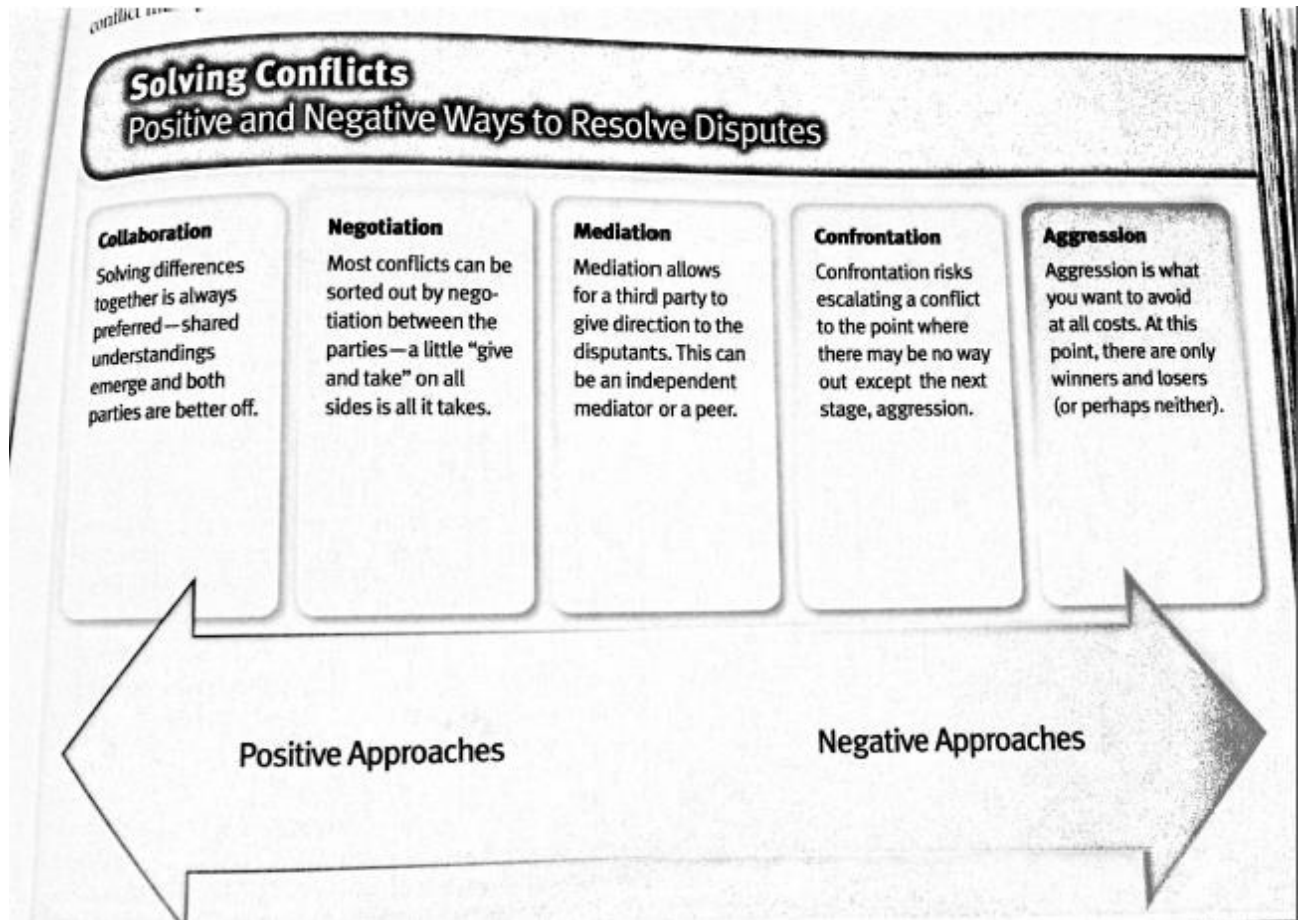
4. Confrontation

- Risks escalating a conflict to the point where there may be no way out

5. _____

- 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 _____ values, _____ or goals are often at the root of many conflict situations.

It is _____ you _____ in such situations that determines how the vents will unfold.

1. Internal Conflict

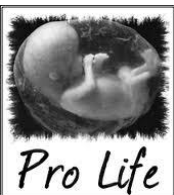
- Are opposing emotions you often feel within _____
- This may cause you to question some of your core values and beliefs – and clarify your _____



2. _____ Conflict



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



3. Intra-group conflict

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

4. _____ conflict

- Occurs when 2 _____ find themselves in _____ 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 1st instinct, but it often makes sense to look at your own role in the situation too.....

1. Are you the one who _____ the conflict?
2. Are you the one who was _____ in the situation?
3. Are you the one who _____ - the conflict?
4. Are you the one who _____ the conflict to the point where it could not be _____ calmly?

How to De-Escalate a conflict

Use the following steps as the basis for your conflict resolution strategy...

1. State the _____
2. Be assertive & Direct - avoid _____ and laying blame
3. Define the _____
4. List areas of _____ and _____
5. Brainstorm possible solutions
6. Together create a list of ways the problem could be solved.
7. Identify the _____ of each solution
8. Discuss and jointly choose the solution that seems to be the most effective and acceptable to both parties.

Conflict resolution skills **These special conflict-resolution skills can be learned and practiced.

1. Empathy:

- Put yourself in the other _____
- Recognize the other person's _____ are important
- Treating others with _____

2. _____

- Less likely to react quickly and more likely to _____ before you speak or act
- _____ – they can help prevent a situation from escalating

3. Clear and Direct messages

- Express yourself clearly – articulate your feelings

4. Creative thinking

- Imaginative solutions – _____

5. Critical Thinking

- Think about all aspects of the problem – dig deeper – find root of problem

6. Assertiveness

- Be assertive without being aggressive or abusive
- Always use “ _____ ”

7. Active listening

- Let the other person know you are listening – _____

Questions for Review

1. Outline a conflict you had with another person and list the steps you took to work through it.

2. List various techniques that can be used to reduce anger. How well do you apply these techniques when you are angry – check off the ones that work well for you.
