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What are conflicts?
Who is responsible for effective communication?
Both the sender and receiver share equal responsibility.
Interpersonal Communication

- Occurs when people involved talk and listen
- Message must be understood by both parties
- This type of communication takes more time than impersonal communication
Improving Personal Communication

- Develop listening skills
- Send clear messages
- Use appropriate timing
- Use repetition
- Use words carefully
Develop Listening Skills

The amount of time people spend on the different parts of communication process:

- listening—45%
- speaking—30%
- reading—16%
- writing—9%
What is conflict resolution?
What are some positive constructive methods to resolve conflict?
Constructive Conflict Resolutions

- Accommodation
- Compromise
- Concession
- Consensus
Steps in Conflict Resolution

1. Define the problem
2. Suggest a solution
3. Evaluate a solution
4. Compromise
5. Brainstorm
6. Seek mediation
Conflict Resolutions

- Respect each other
- Listen to various points
- Work towards mutual decisions
Practicing Constructive Conflict Resolution

- Be accepting of compromise
- Be flexible and willing to bend
- Be honest about your needs and wants
- Cooperate by working together toward a solution

- Do not change the subject
- Face the conflict without fear (Do not avoid it.)
- Put yourself in the other person’s shoes
Practicing Constructive Conflict Resolution

(click on picture)
Conflict Resolution Strategies

- Altering the group structure
- Appealing to a higher belief or value
- Avoidance
- Communication
- Compromise
- Democratic vote
Conflict Resolution Strategies

- Direct order
- Expanding or developing new resources
- “I Need You and You Need Me”
- Outside intervention
- Seeking additional information
- Using conciliatory gestures
What are some negative methods to resolve conflict?
Destructive Conflict Resolution

- Attempting to prove who is right
- Bagging
- Blowing up
- Deceiving
- Lying
- Personal attacking
Peer mediation is a process to resolve disputes between two people or small groups of people by a person or people of the same age group to facilitate the resolution.
Peer Mediation

(click on picture)
Questions?
Images:
Microsoft Clip Art: Used with permission from Microsoft.

Textbook:

Websites:
About.com
Communicate: Improve Your Relationships With Effective Communication Skills.
http://stress.about.com/od/relationships/ht/healthycomm.htm

About.com
How To Handle Unresolved Conflict in Your Family.
http://stress.about.com/od/relationships/qt/unresolved.htm

YouTube™:
In the Mix: Peer Mediation — A Process of Respect (Excerpt)
We visit a diverse small city school that has a variety of pro-active student centered programs in place. When a fight breaks out in the cafeteria, two boys choose to participate in peer mediation rather than face the administration.
http://youtu.be/4gQ0ZLdHIHM

10 Hot Tips – Managing Conflict
10 Hot Leadership Tips Series – Managing Conflict
http://youtu.be/mqkm788-Jk8