Can’t We All Just Get Along?
Conflict Resolution Strategies
Counseling and Mental Health
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What are conflicts?
Who is responsible for effective communication?
Both the sender and receiver share equal responsibility.
The Communication Process

Sender

Encoding

Message

Decoding

Receiver
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
Interpersonal Communication

(click on picture)
Improving Personal Communication

- Develop listening skills
- Send clear messages
- Use appropriate timing
- Use repetition
- Use words carefully
Influences on Effective Communication

- Body language
- Culture
- Environment
- Feelings
- Location
- Past experiences
- Perception
- Situations
I-Statements versus You-Statements

I-Statements
Focus on your point of view
- I see…
- I feel …
- I think …
- I wonder …
- I wish …
- I plan …
- I believe …
- I can …
- I want …

AVOID You-Statements
- You shouldn’t say that…
- You just need to get over that…
- You never do anything right…
- You are so gullible…
- You always bring up old issues…
- You need to be more responsible…
- You just need to forget what happened…
- You don’t know what you are saying…
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

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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