

CONFLICT RESOLUTION



Situation Present a situation of conflict that could happen to you

Process

1. In groups of 3 or 4, imagine a conflict that could happen with your classmates, family or friends.

Type of conflict: What happened? Who? When? Where? What is the conflict about?

Show different types of emotions (see below 3.a.)

Show or explain how the conflict was solved: use skills (see below 3.b.)





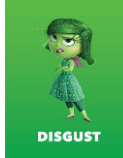
2. Role play:

Prepare the scenario (the accessories, the background)

Play the situation in front of the class

3. Reaction by the class: the class identifies the emotions and skills used in the situation

a. Emotions: What are the different emotions in the situation?

	 JOY	 ANGER	 SADNESS	 FEAR	 DISGUST
The feeling that prevails is... I notice that main emotion is.. He/She experiences ...	Joy Happiness Determination	Anger/madness Irritation Indignation	Sadness Frustration Regret	Fear Anxiety Confusion	Disgust Defensiveness Shame Denial
The character is feeling... The protagonist is feeling...	Joyful / Glad Optimistic Funny / Amused Enthusiastic Secure Determined Powerful Passionate Confident	Hateful Agitated Annoyed Fed up / mad Furious Irritated	Depressed Desperate Frustrated Upset (bouleversé) Weepy (bord des larmes) Betrayed (trahi) Criticized Hurt (avoir mal) Jealous Punished Rejected	Scared Terrified Overwhelmed (submergé) Vulnerable Insecure Anxious Worried Doubtful indecisive	Bitter (amer) Defensive Abused Disgusting Repulsed Resentful (rancunier)

b. Skills: How was the conflict solved? What skills were used to solve the conflict?

- | | |
|-------------------|---------------------------------------|
| Persuasion | negotiation |
| empathy | active listening |
| mediation | assertiveness (= the art to say "no") |
| adaptation | compromise |
| stress management | self-regulation (of the emotions) |

Examples of situations

Friends disagree on who to invite to a party
Friends disagree because someone was not invited to the party
Friends disagree because someone has said something wrong
Friends disagree because someone has done something wrong
Friends disagree about a friend who borrowed something or money but has not given it back
You and your family disagree because your bike/scooter was stolen
You and your family disagree because you have bad results
You and your family disagree because you don't want to clean your room
Students disagree with a teacher because some students had a bad grade
Students disagree with the school because of a new rule

Examples of a presentation

This situation takes place at home when a family is having dinner. The family is composed of the father, the mother, the son and the daughter. The son announces that he broke his phone.

Son: Mum... Dad...I broke my iPhone I'm so sorry *(feeling ashamed, anxious)*
Dad: It's the second time you break your phone this year *(feeling angry)*
Mum: Not again! how did you do that?
Son: Can I have another one I really need a phone
Dad: No it's too expensive!!!
Daughter: But it's birthday next month!
Mum: Alright I agree, only if you have better results at school.
Dad: If you mother agrees... well OK!
Son: Thank you so much!! *(feeling happy)*

The parents agree on buying a new phone if the results are better and because it is his birthday next month.