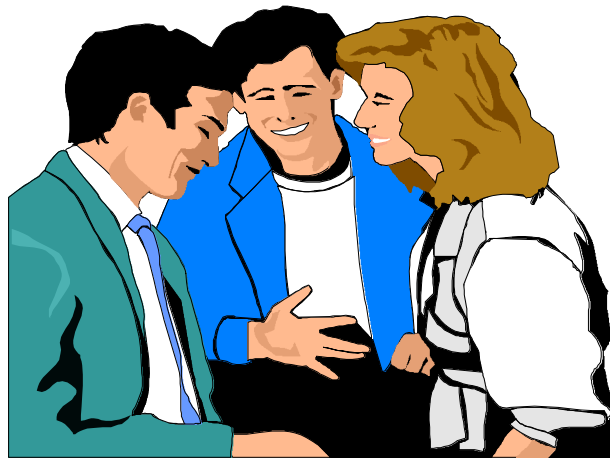


UNDERSTANDING AND RESOLVING CONFLICTS



CFE 3309V

OPEN CAPTIONED
UNITED LEARNNG INC.
1994
Grade Levels: 7-12
23 minutes

DESCRIPTION

Why do conflicts occur? How can they be avoided? Can they be resolved? Does someone have to win or lose? Part I shows four ways to handle conflicts: avoidance, opinion adjustment, confrontation, and compromise. Part II focuses on resolving conflicts, with emphasis on collaboration and use of a sympathetic approach and good communication. Encourages using “I” messages.

INSTRUCTIONAL GOALS

- To state reasons conflicts occur.
- To present methods that seldom resolve the issues.
- To explain how compromise and collaboration resolve issues.
- To introduce effective and ineffective ways to communicate.

BEFORE SHOWING

1. Preview the video to determine unfamiliar vocabulary and language concepts.
2. Define the word *conflict*. Ask:
 - a. Why does conflict occur?
 - b. Is one person’s viewpoint more valuable than another’s?
 - c. What are the psychological states of people in a conflict?
 - d. Will the world ever be free of conflict?
3. Elicit responses to the question “What are people’s values?”
 - a. Survey to discover the ten most universal values.
 - b. Post the results.
 - c. Discuss how conflicts occur when values are involved.

DURING SHOWING

1. View the video more than once, with one showing uninterrupted.
2. Pause at the end of Part I. Discuss:
 - a. What are the conflicts observed?
 - b. What are four methods to resolve conflicts?
 - c. Which of the methods are ineffectual in resolving conflicts?
 - d. Why is compromise different from the other three resolution methods?
 - e. Do compromises always work? Why or why not?
 - f. What makes conflict a positive or negative experience?
3. Stop at the end of Part II. Examine:
 - a. How is collaboration different from those methods in Part I?
 - b. What are the four parts of the communication process?
 - c. Why do people misinterpret one another?
 - d. What are the six roadblocks to communication?
 - e. Which of the verbal cues aids communication the most?
 - f. How do people respond to “you” messages?

AFTER SHOWING

Discussion Items and Questions

1. Analyze the five ways to handle a conflict. Determine which is commonly used in school conflicts.
2. Discuss the advantages of looking at something from another point of view.
3. Explain how communication is easily misinterpreted.
4. Examine how verbal cues aid active listening.

Applications and Activities

1. Play a well-known game.
 - a. In the middle of the game, change the rules.
 - b. Penalize participants for right answers.
 - c. Note reactions and rising anger.
 - d. At the end of the game, discuss the idea of fairness.
2. Define the words *passive*, *aggressive*, and *assertive*.
 - a. Role-play situations requiring people to be passive, aggressive, or assertive.
 - b. Evaluate which people have fewer conflicts.
3. Invite an expert in collaboration to explain this problem-solving technique. Use the information to set up a peer-mediation team.
4. Form a panel to discuss ways of solving conflicts at home. Include:
 - a. Absent parents
 - b. Divorce
 - c. Stepparents
 - d. Sibling rivalry
 - e. Drug or alcohol abuse
5. Design posters to display in the classroom or in the hall of the school. Include:
 - a. Five Ways to Handle a Dispute
 - b. Another Point of View
 - c. Four Parts of the Communication Process
 - d. Misinterpreted Communication
 - e. Communication Roadblocks
 - f. Verbal Cues to Active Listening
 - g. Signed Cues to Active "Listening"
6. Debate the following premise: "Conflicts in Society Cannot Be Resolved."
7. Research body language cues and their meanings. Discuss how they are different in deaf society. Include:
 - a. Hand position
 - b. Facial expression
 - c. Body stance
 - d. Eye contact

COMMUNICATION SKILLS

1. List several “I” messages. Analyze them to show:
 - a. The feelings of the speaker
 - b. The result of the emotion
 - c. The effect of the behavior
 - d. The new behavior expected
2. List the six “Roadblocks to Communication” presented in the video. Generate examples of each type.
3. Using body language cues, practice nonverbal communication. Analyze how these same cues are used in other countries.

WEBSITES

Explore the Internet to discover sites related to this topic. Check the CFV website for related information (<http://www.cfv.org>).

SUMMARY

Part I of the video shows examples of everyday conflicts between friends and peers. It explains that conflict is a reality, and it occurs between teens, adults, and nations. Conflict has always been part of human history.

Reasons for conflicts include: people have different values, they have distinct emotional needs, or some want more things than are available. The techniques people use in resolving conflicts are varied. Confrontation, opinion adjustment, and avoidance are three ways that often do nothing to eliminate the problem. Compromise occurs when people are willing to give up something to get something. It works when neither side feels that it has given up too much. How people handle conflicts make the conflicts positive or negative experiences.

Part II explains how collaboration settles disputes so that everyone involved wins. Collaboration requires the individuals to understand the other party’s needs

and points of view and to be an effective communicator.

Communication is broken down into four parts. During one of these parts, the message may be misinterpreted, due to the people's different backgrounds or values. In addition, the way people communicate may cause a misinterpretation. Therefore, the six roadblocks to communication (orders; threats; lectures, preaching, or unwanted advice; failure to acknowledge others' feelings; diagnoses; and prying) should be avoided.

Becoming an active listener enhances communication. The listener uses facial expression, empathy, and body language to show interest in the conversation. The listener uses verbal cues to encourage the other person to continue talking.

People should also send clear "I" messages. In "I" messages, people state their feelings, describe what happened to them, describe the result of the action, and finally, what they want to happen. The word "you" doesn't appear, thus the listener is not defensive or argumentative. People cannot avoid conflicts, but can solve them in different ways. Collaboration is a technique that makes everyone a winner.