

CONFLICT

- HAPPENS ALL THE TIME
- IS PART OF EVERYDAY LIFE
- OCCURS ACROSS ALL AGE GROUPS
- CAN HAPPEN TO ANYONE
- CAN BE PERSONAL OR GLOBAL
- HAS MANY DIFFERENT CAUSES
- CAN ESCALATE IF NOT RESOLVED
- IS NOT ALWAYS NEGATIVE
- CAN BE SOLVED IN DIFFERENT WAYS

WHAT DOES CONFLICT MEAN TO YOU?

WHAT CAUSES CONFLICT?

intolerance poor communication
needs not met **prejudice**
challenge to values
lack of compromise making assumptions
desire for power
lack of empathy ignorance
cultural threat **self-interest**

WHAT ARE THE CAUSES OF CONFLICT IN YOUR LIFE?

MANAGING YOUR ANGER

- Take deep breaths
- Count to 10
- Relax your body and stay calm
- Get away... from the situation or the person making you angry
- Consider the best way to react
- Exercise — walk or bounce a ball
- Keep a journal and write things down
- Tell yourself you are all right
- Talk to someone

What other ways

HOW TO RESOLVE CONFLICT

COMMUNICATION

- Listen without interrupting.
- Show understanding of the problem.
- Present your point of view.
- Explain how you feel.

NEGOTIATION

- Brainstorm possible solutions.
- Accept the need for compromise.
- Choose the fairest solution.
- Implement your plan.

CONSOLIDATION

- Evaluate your plan.
- Communicate your feelings.

HOW DO YOU RESOLVE CONFLICT?

WHAT ARE THE NEGATIVE EFFECTS OF CONFLICT?

unhappiness **fear** poor self-esteem
withdrawal negative thoughts
anger confusion
frustration depression
distrust **physical violence** **intimidation**
stress insecurity avoidance
hostility

WHAT ARE THE POSITIVE EFFECTS OF CONFLICT?

A GOOD TEAM MEMBER

- SHARES IDEAS AND OPINIONS
- LISTENS TO OTHER MEMBERS' OPINIONS
- COOPERATES**
- WORKS TOWARD A COMMON AND CLEAR GOAL
- FOCUSES ON THE TASK
- SHARES RESPONSIBILITIES
- APPRECIATES DIFFERENCES
- SUPPORTS AND ENCOURAGES OTHER MEMBERS

ARE YOU A GOOD TEAM MEMBER?