

# SOLVING CONFLICTS





**LEVEL**

Advanced level

**AGE GROUP**

17 – 20 year olds

**TOPIC**

**Solving Conflicts**

**EXPECTED LEARNING OUTCOMES**

**Knowledge**

Understand the role of communication, active listening, and empathy in resolving conflicts.

**Skills**

Develop effective communication and active listening skills to understand others' perspectives.

Apply appropriate conflict resolution strategies in different situations.

**Attitudes**

Embrace a positive attitude towards conflict resolution, valuing the benefits of resolving conflicts and maintaining positive relationships with others.

## EXPLAINER VIDEO

Conflict is a natural but difficult part of life. No matter who we are or where we come from, we all can experience conflicts in our lives whether it's with family members, friends, co-workers, or even strangers. But conflicts do not have to be negative or harmful. With the right techniques, we can resolve conflicts in a way that promotes positive relationships and growth.

When resolving conflicts, it is important that you approach the conflict with an open mind and a positive attitude. Instead of viewing conflicts as a negative experience, try to see them as opportunities for growth and learning. This can help you approach conflicts with more empathy and understanding, which can in turn help you find a resolution that works for everyone involved.

One of the most important techniques for conflict resolution is active listening. This involves giving the other person your full attention, listening to their perspective without interrupting or dismissing their thoughts, and showing that you understand and respect their point of view. Active listening can help build trust and understanding, and can help pave the way for finding common ground and resolution.

Another technique for conflict resolution is finding common ground. This involves focusing on shared goals or interests, and finding ways to work together towards a common solution. For example, if you're in a conflict with a co-worker, you might focus

on the shared goal of completing a project, and find ways to work together to achieve that goal.

Compromise is also an important technique for conflict resolution. This means finding a common answer that both parties can agree on. Compromise doesn't mean giving up your own needs or desires, but rather finding a solution that works for both parties. For example, if you're in a conflict with a friend over where to eat, you might compromise by choosing a restaurant that you both like, or taking turns choosing the restaurant.

Finally, it's important to practice forgiveness and let go of grudges after conflicts are resolved. Holding onto anger and resentment can prevent you from moving on and building positive relationships in the future.

In conclusion, conflict resolution is an essential skill that can help us build positive and healthy relationships. Remember to approach conflicts with an open mind and positive attitude, use techniques like active listening, finding common ground, and compromise, and practice forgiveness and letting go of grudges after conflicts are resolved.



## CHECK-IN QUIZ

Conflict is a natural part of life, and as you navigate your teenage years, you will inevitably encounter conflicts with your family, friends, and peers. Learning how to effectively resolve these conflicts is a valuable skill that will benefit you throughout your life. This quiz is designed to help you reflect on your own conflict resolution skills and strategies, and to encourage you to think about the importance of effective communication, compromise, and finding solutions that benefit everyone involved.

1. When you find yourself in a conflict with someone, do you typically react impulsively or take a step back to think about the situation before responding?
  - a. I tend to react impulsively and respond emotionally
  - b. I usually take a step back and think before responding
2. When strategies do you use to effectively communicate during a conflict with someone?
  - a. I tend to raise my voice and become defensive
  - b. I listen actively and try to understand the other person's perspective

3. When you are in a conflict with someone, do you focus more on winning the argument or finding a solution that works for everyone involved?
  - a. I want to win the argument and prove I'm right
  - b. I try to find a solution that benefits everyone involved
4. Do you believe in the importance of compromise when it comes to conflict resolution?
  - a. No, compromise means giving up what you believe in
  - b. Yes, compromise is an important part of conflict resolution
5. How do you typically feel after resolving a conflict with someone?
  - a. I feel angry and resentful
  - b. I feel relieved and proud of myself for finding a solution

### Answer Key

For every "a" answer give yourself 0 points, for every "b" answer give yourself 1 point.

For 4-5 points: You have good conflict resolution skills – keep up the great work!

For 0-3 points: Your conflict resolution skills need some work, but don't worry – they are easily improved. Take some time to practice your skills in regular conversations, and remember conflict is normal and happens to everyone!

## ARTICLE: MASTERING CONFLICT - THE SECRET WEAPON FOR A HAPPIER LIFE

### MASTERING CONFLICT: THE SECRET WEAPON FOR A HAPPIER LIFE

Conflict is a natural part of life, but it can be difficult and stressful to navigate. That's where conflict resolution skills come in. Learning how to effectively solve conflicts can lead to numerous benefits for individuals and society as a whole, especially for young adults just moving into the 'adult world'. In this article, we'll explore some of the key benefits of conflict resolution skills and why they are so important to work on and improve!

One of the biggest benefits of conflict resolution skills is improved communication. When we learn how to communicate effectively during conflicts, we are able to express our thoughts and feelings in a way that others can understand, while also actively listening to the other person's perspective. This leads to greater understanding and helps us to find a common ground, which is essential for resolving conflicts.

Another benefit of conflict resolution skills is that they help us to manage our emotions. It's natural to feel angry or upset when we're in a conflict, but learning how to manage those emotions can prevent them from escalating into something more serious. By using techniques like deep breathing or mindfulness, we can keep our emotions in check and approach the conflict in a more level-headed manner.

Conflict resolution skills also help us to build better relationships with others. When we are able to resolve conflicts in a respectful and constructive way, it helps us to build trust and understanding with the other person. This can lead to stronger, healthier relationships in both our personal and professional lives.

Conflict resolution skills are incredibly beneficial for society as a whole. When individuals and groups are able to resolve conflicts in a peaceful and respectful manner, it can lead to a more peaceful and harmonious society overall. This is especially important for young adults who are beginning to form their own opinions and beliefs about the world, and who have the potential to make a positive impact on society.



In conclusion, conflict resolution skills are incredibly important for individuals and society as a whole. By improving our communication, managing our emotions, building better relationships, and creating a more peaceful society, we can make a positive impact on the world around us. So whether you're dealing with conflicts in your personal or professional life, learning conflict resolution skills is a valuable investment in your future.

## SELF-HELP ACTIVITY: JOURNALING

One way that you can improve your conflict resolution skills is through journaling. Spending just five minutes each day writing down your thoughts and feelings about a recent conflict can help you to process your emotions, gain perspective, and identify opportunities for growth and improvement.

Remember, conflict resolution is a skill that takes practice and patience. By incorporating journaling into your daily routine, you can take a proactive approach to improving your conflict resolution skills and becoming a more effective communicator and problem-solver.

1. Find a quiet place where you can write without distractions. Write down the details the conflict and include details such as who was involved, what happened, and how it made you feel.
2. Be as honest as possible, without judging or blaming yourself or others.
3. Once you have described the conflict, take a step back and reflect about how you could have handled it differently. Use the following questions to help guide your self-reflection:
  - *Did you communicate effectively?*
  - *Did you listen actively to the other person's perspective?*
  - *Could you have found a compromise or a solution that benefitted everybody involved?*
4. Write down one or two actionable steps that you can take to improve your conflict resolution skills for the future. These can be things such as: I am going to try listening more, or I am going to take a deep breath and count to ten before responding during a conflict.

- Whatever it is, make sure it is realistic and achievable to you that you can work on in your daily life.

Linked you can find some music to play in the background as a great measure of time for your journaling activity, and as background noise for self-reflection.

### Link to Video:

Music for reflection *by Life is My Soundtrack:*

<https://www.youtube.com/watch?v=BM6KZ0MgRb8>

## VIDEO LIBRARY

Finding Confidence in Conflict *by Kwame Christian (TEDx)*

<https://www.youtube.com/watch?v=F6Zg65eK9XU>

Conflict Resolution *by That's Easy Learning*

<https://www.youtube.com/watch?v=KY5TWWz5ZDU>

Active Listening: How to Communicate Effectively *by AMAZE Org*

[https://www.youtube.com/watch?v=BW82k7lwI\\_U](https://www.youtube.com/watch?v=BW82k7lwI_U)

# IRENE

Family Learning to Address Domestic Violence



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