







Conflict Resolution

A skill for all cadets and cadet leaders

Conflict styles

- Aggressive 
- Passive 
- Problem solving 

Characteristics

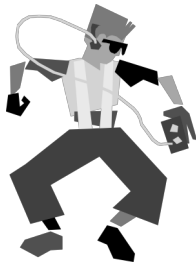
-  ■ Aggressive - usually when a conflict situation arises - creates a win-lose situation
-  ■ Passive - avoids conflict; creates a win-lose situation
-  ■ Problem-solving - turns conflict into a win-win situation.

Conflict resolution

- Define the problem objectively.
- Declare the need; why is this a problem?
- Describe the feelings.
- Discuss solutions. Brainstorm; weigh the pros and cons of each solution.
- Decide on a plan. Use the solution that makes the most sense.
- Determine the plan's effectiveness--follow-up meeting.



Conflict resolution with difficult cadets




- Stonewalling
 - Behavior: Cadet refuses to respond verbally and look for a solution
 - Solution: leader can decide what's next.
- Verbal disrespect
 - Behavior: cadet uses foul language to get a rise out of the leader.
 - Solution: Stay cool; tell the cadet to treat you with respect or leave the room.

Conflict resolution with difficult cadets

- Blaming others:
 - Behavior: cadet blames others and takes no responsibility
 - Solution: Redirect the student to the issue at hand, saying "let's find a solution."
- Unworkable solution:
 - Behavior: cadet suggests an "off the wall" solution that is inappropriate.
 - Solution: Ask the cadet to offer a more reasonable solution; brainstorm as necessary.




Cadet - Cadet Conflict Resolution



- "Hi, my name is ____, and I'm trained to help resolve conflict."
- "Do you want to solve the problem with me?"
- If yes, move to a different area to talk.
- "Will you agree to 4 rules?:"
 - Do not interrupt
 - No name-calling or putdowns
 - Be as honest as you can
 - Agree to solve the problem.

Cadet - Cadet Conflict Resolution

- Defining the problem
 - "Who will talk first?"
 - Ask Person #1 "What happened?" RESTATE
 - Ask Person #1 "How do you feel? Why?"
 - Ask Person #2 "What happened?" RESTATE
 - Ask Person #2 "How do you feel? Why?"



Cadet - Cadet Conflict Resolution

- Finding solutions
 - Ask Person #1 "What can you do to resolve your part of the problem?"
 - Ask Person #2 "Do you agree?"
 - Ask Person #2 "What can you do to resolve your part of the problem?"
 - Ask Person #1 "Do you agree?"
 - Ask each disputant "What could you do differently if this happened again?"
 - Ask "Is the problem solved?"
 - Ask disputants "Please tell your friends the conflict is solved."
 - "Congratulations on your hard work solving this dispute."

