

Conflict Styles

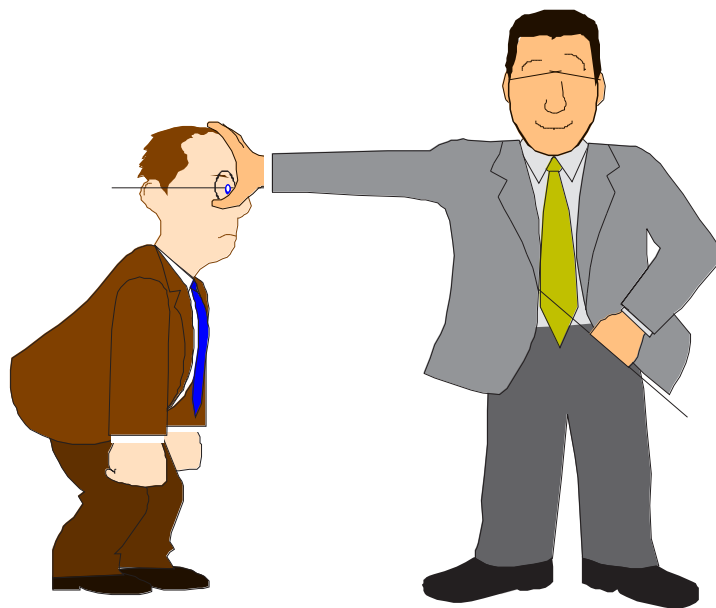


Aggressive

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 people



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 people

Blaming others:

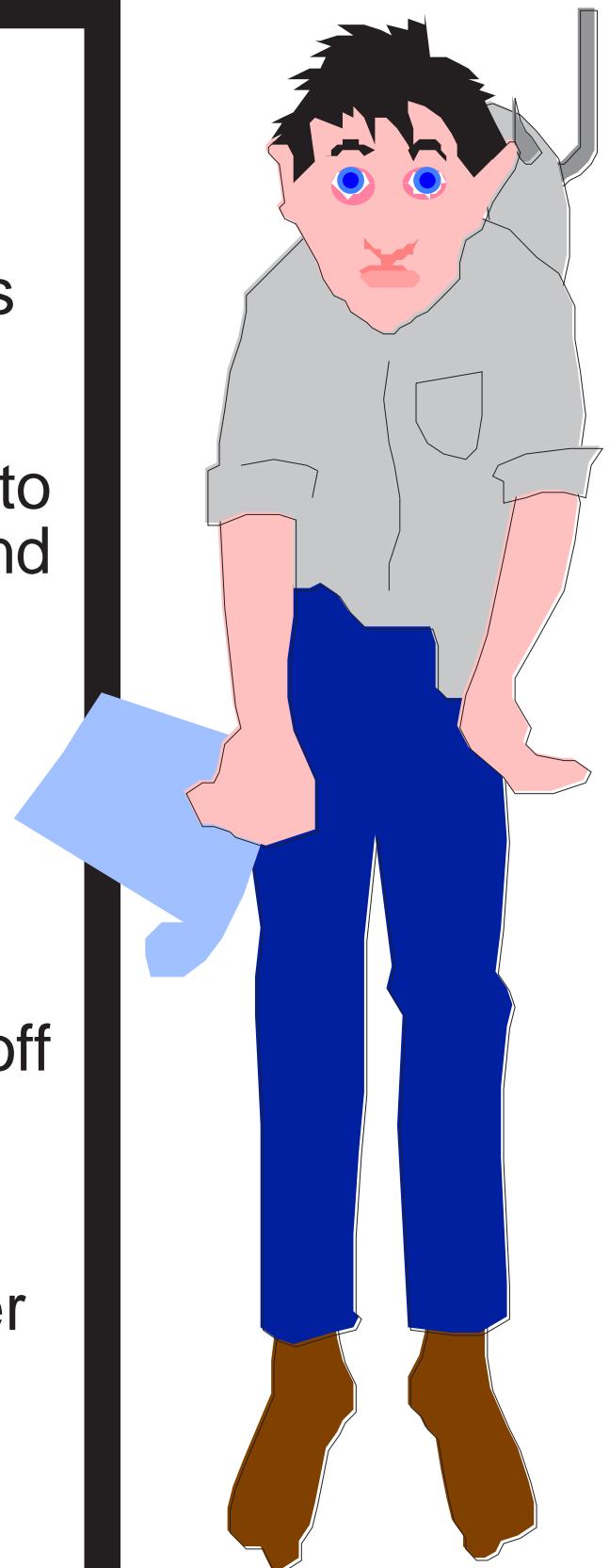
Behavior: cadet blames others and takes no responsibility

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.



Student-Student Conflict Resolution



“Hi, my name is _____, and I’m trained to help resolve conflict.”

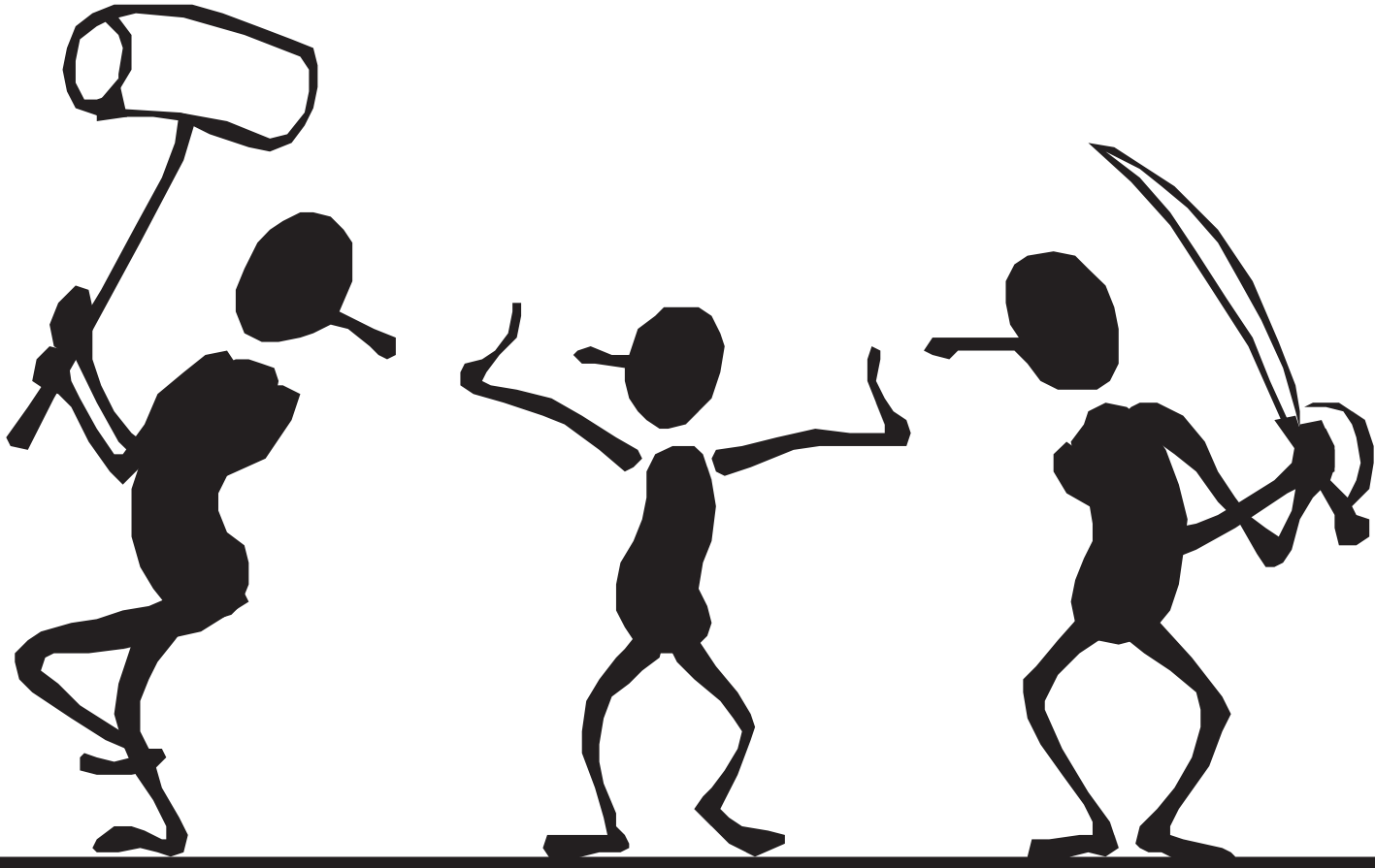
“Do you want to solve the problem with me?”

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.

Student-Student 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?”

Student-Student 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.”