

# Conflict Resolution



# Lesson plan

A decorative L-shaped line in a light brown color, starting from the top right of the 'Lesson plan' text and extending to the right and then down.

Introduction

- 1) Conflict Resolution Strat
- 2) Pratical Traning exercice

Kahoot

A decorative L-shaped line in a light brown color, starting from the bottom right of the 'Kahoot' text and extending to the left and then up.

# Introduction

## Conflict Resolution

- Process of limiting the negative aspects of conflict
- The aim of conflict management is to enhance learning and group outcomes

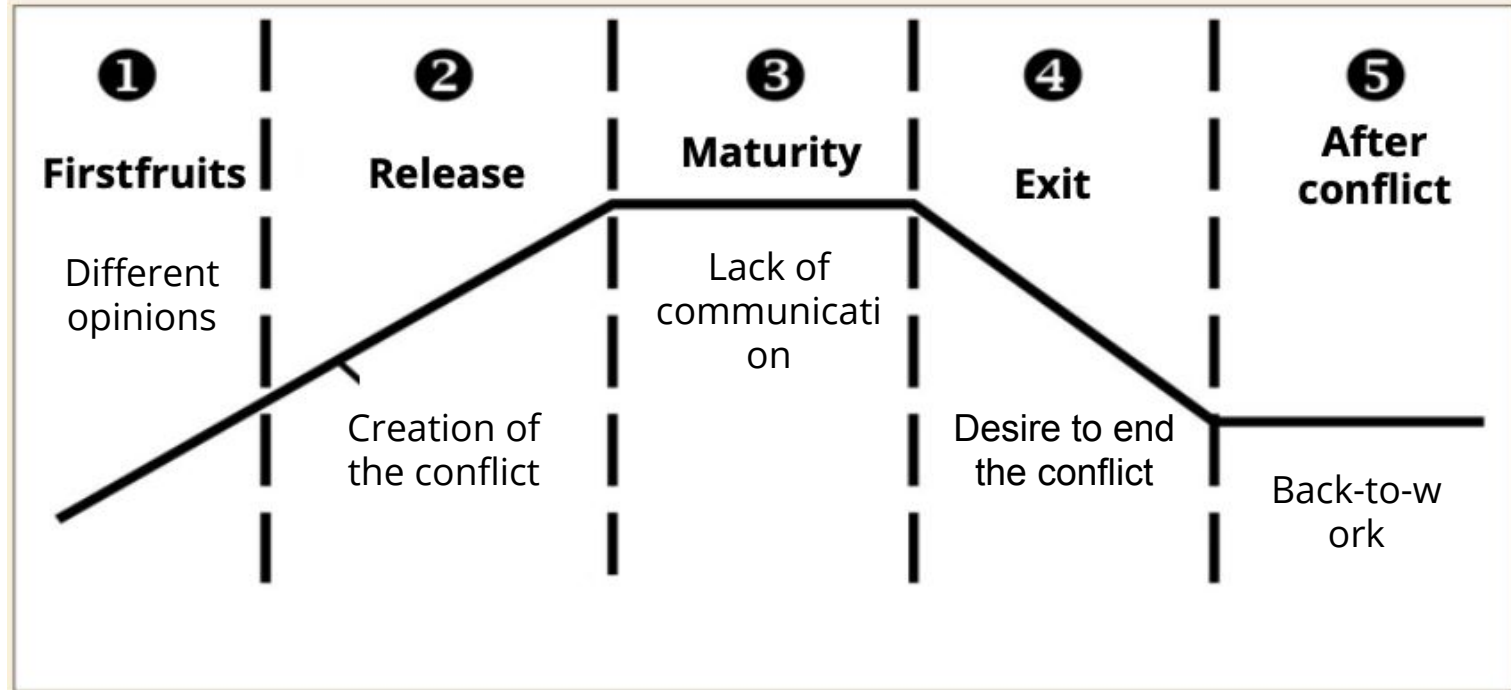


In times of strong conflict or strike, a properly managed conflict can improve group outcomes.



# Introduction

## Phases of a conflict





# I - Conflict Resolution Strategy

# AVOIDING

## Behaviour

- Ignore the conflict
- Withdraw from the conflict

## Concept

- When the discomfort of confrontation exceeds the potential reward of resolution of the conflict

## Consequences

- No communication
- Conflict avoided and no resolution



# Competing

## Behaviour

- Competitive
- Assertive
- Not cooperative

## Concept

- People who go into a conflict planning to win
- When people feel like they aren't being listened to and start being assertive

## Consequences

- No communication
- Individualization
- Competition
- Unsolved conflict



# Accommodating

## Behaviour

- Cooperative
- Not assertive
- Ignore the conflict

## Concept

- Strategy where one party gives in to the wishes or demands of another

## Consequences

- Conflict avoided and no resolution
- No affirmation





# Compromising

## Behaviour

- Partially assertive and cooperative
- Communication

## Concept

- Everyone gives up a little bit of what they want
- No one gets everything they want

## Consequences

- Collaborative
- Right decision



# Collaborating

## Behaviour

- Cooperative
- Assertive
- Communication

## Concept

- Everyone contributes
- Co-creating a shared solution that everyone can support

## Consequences

- Collaborative
- Overcome conflict



## GUESS THE ROLE !

- avoiding
- competing
- accommodating
- collaborating
- compromising

## III. PRACTICAL TRAINING EXERCISE

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KAHOOT

