

Self-Development Management Guide

Lesson 5 – Dealing with Conflict

OBJECTIVE The objective of this lesson is to teach students how to deal with conflict in positive ways. Students learn the definitions of conflict and related terms, and are shown the difference between interpersonal and internal conflict. The lesson gives suggestions for dealing with internal conflict and discusses principles that help in resolving interpersonal conflict.

The lesson also teaches the importance of one's ability to deal with conflict, by demonstrating the advantages of positive responses to conflict and the consequences of negative responses. When the lesson is completed, the student should be able to establish "dos and don'ts" of conflict resolution, and be able to effectively take control of interpersonal conflicts that are sure to arise.

MOTIVATION Conflict is a part of daily life. Students need to understand that we all face conflict each day at home, school, and work, and that dealing with this in a positive way is a significant factor in the quality of daily life. Show students varied examples of common conflicts, and be sure students can relate to these. Invite them to give examples of their own. Show what happens when conflict is not handled positively. Let students see the consequences and potential negative effects on relationships.

Role-playing can help students apply what they have learned about resolving interpersonal conflict. This can help to engage students and heighten their understanding of the material. Students should acknowledge that conflict is unavoidable. However, conflict can be dealt with in a way that minimizes the negative effects on one's life and relationships, and it can even sometimes strengthen relationships.

INSTRUCTIONAL RESOURCES

- Instructional Management Guide
- Lesson 5
- Worksheets 5-1, 5-2, 5-3, 5-4
- Selected Slide Masters
- Whiteboard/Smart board

CONCEPTUAL STRUCTURE

A. **Definition of Conflict**

B. **Types of Conflict**

1. Internal conflict
2. Interpersonal conflict

C. **Origins of Conflict**

D. **Related Terms and Definitions**

1. Withdraw
2. Compromise
3. Timing
4. Misdirected conflict
5. "Fact-finding"
6. Conflict resolution

E. **Places Conflict Can Occur**

F. **The Importance of Dealing with Conflict**

1. Negative consequences of failure to deal with conflict
2. Dangers of negative responses to conflict
3. Advantages of positive responses to conflict
4. Identifying misdirected conflict
5. The importance of "fact-finding"

G. **Positive Benefits of Conflict Resolution**

H. **Principles of Conflict Resolution**

1. Avoid reactions that cause negative emotions.
2. Choose the right time and place to discuss conflict.
3. Stick to the issues; do not discuss personalities.
4. Limit the discussion to the problems at hand; history is irrelevant. Back off when that is the best course of action.
5. Be willing to compromise.

I. **Dealing with Internal Conflict**

SUGGESTED INSTRUCTIONAL ACTIVITIES

1. Before introducing the lesson, study **Lesson 5** and review this **Instructional Management Guide**.
2. Before beginning the lesson, each student should read and study **Lesson 5**.
3. The instructor should introduce the lesson using **Slide Master 5-1**.
4. Using **Slide Master 5-2**, review the definition of conflict and the types of conflict presented in the lesson – internal and interpersonal conflict. Use the examples given in Lesson 5 as a basis for discussion. Introduce the concept of “misdirected” conflict. Explain that misdirected conflict is the result of misinformation or miscommunication. Stress the importance of accurate fact-finding when trying to resolve conflict.
5. Use **Slide Master 5-3** to generate a discussion of the following points:
 - Conflict situations occur frequently in daily living. Because it is so common, it is important to deal with conflict by resolving it in positive ways.
 - Negative consequences often result when we do not deal with conflict. Give examples of negative consequences that occur when we do not deal effectively with conflict.
 - There can be dangers to responding negatively to conflict. Some of these dangers include physical violence, lack of cooperation from coworkers, retaliation, and damaged relationships. It will be important for the instructor to give several concrete examples of these dangers.
 - Misdirected conflict occurs because of a lack of communication. Help students focus on the importance of accurate information gathering, or “fact finding,” when resolving a conflict. Ask students to give other examples of misdirected conflict from their lives.

SUGGESTED INSTRUCTIONAL ACTIVITIES

6. Using **Slide Master 5-4**, present the strategies for dealing with conflict. Discuss each technique thoroughly. Give several examples that apply the strategy discussed to an actual situation. Show that they can control the outcome of conflict resolution with these techniques.
7. Using **Slide Master 5-5**, review and discuss the other important terms and definitions presented in the lesson.
8. Direct students to complete **Worksheet 5-1**. Once students have finished the assignment, provide the answers using **Slide Master 5-6**.
9. Direct students to complete **Worksheet 5-2**. Then discuss the answers using **Slide Master 5-7**.
10. Assign students to small groups. Have each group complete **Worksheet 5-3**, then have one person review each group's response. Possible solutions to the conflict are listed below.
 - Sally: "I told you we need to sell this book for \$23.95. You went ahead and marked it up for \$25.95. What's wrong with you anyway?"
 - They might compromise and set the price for \$24.95. Sally should also address Theresa more appropriately, to avoid causing a negative emotional reaction. Sally should make a statement that is less judgmental.
 - Theresa: "I wanted the company to make as much profit as possible. Evidently, you're more interested in having your way than in making money for the store."
 - Theresa might say, "And even though we disagree, I know you want the store to make a profit too." Theresa should point to their common goal. They should both use neutral statements and stay calm. They should also be discussing this behind closed doors.
11. Have students complete **Worksheet 5-4**. Provide students with correct answers using **Slide Master 5-8**.
12. Close the lesson by reemphasizing the importance of positive conflict resolution and the student's active role in this process.

ANSWERS TO WORKSHEET 5-1

1. B
2. A
3. C
4. H
5. D
6. F
7. G
8. E

ANSWERS TO WORKSHEET 5-2

1. E
2. A
3. B
4. D
5. C

ANSWERS TO WORKSHEET 5-4

1. conflict
2. interpersonal conflict
3. withdraw
4. compromise
5. conflict resolution
6. place
7. internal conflict
8. misdirected conflict
9. C
10. C
11. D
12. A
13. C
14. B
15. D
16. C

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