DARE+ PROJECT

CONFLICT RESOLUTION

WHAT DO YOU UNDERSTAND BY CONFLICT?

What words come to your mind?

RECONSIDERING THE CONCEPT

- **Conflict as a possitive changing tool / Where there is life, there is conflict**

By entering in conflict, an opportunity for development, learning and improving opens

Change engine

Stimulates curiosity & creativity

It brings cohesion to confronted groups

Possitive aspects

Opens rooms for dialog

It can increase the confidence (if there is consensus)
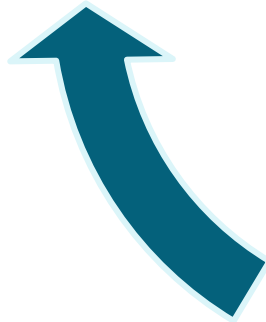
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RECONSIDERING THE CONCEPT

If **diversity and difference** are an **added value** in a given society: experiencing it leads to contrasts, divergences, fights (conflicts)

Only if we **question** the **given structures** and the people that run them, we can use the conflict as tool for **social transformation**

If the **conflict is inherent** to the human being, learning how to deal with it will **enhance** our **learning experience**
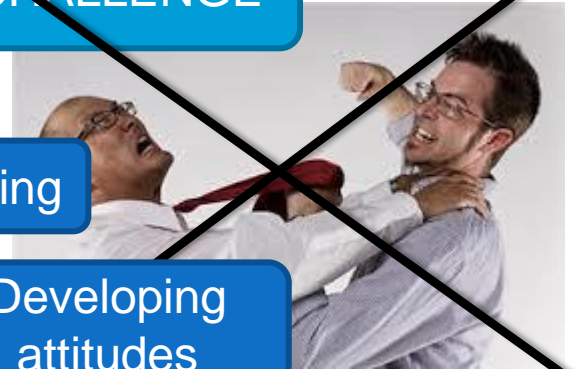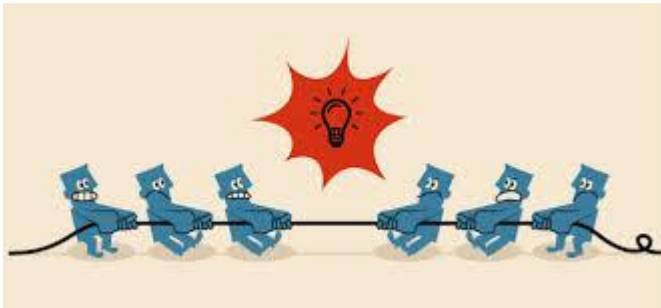
CHALLENGE

Understanding

Developing attitudes

Strategies

DEFINITIONS

Do you agree?

- **Combat, fight of antagonist thoughts, feelings and needs**

- **Situation in which two or more people are in disagreement (Interpersonal)**

- **Emotional painful condition caused by a tension in between contradictory and opposed feelings**

- **In order to call it a conflict, two or more people need to be in disagreement**

- ***Any other suggestions?***

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PHASES OF THE CONFLICT

The conflict is NOT a punctual situation, it is a process

1st Phase

Personal needs (economic, ideological, biologic) which need to be satisfied (Solution: to be aware of diversity, of different points of view)

2nd Phase

The encounter of different (antagonist) needs leads to the first clash (Solution: confront it: speak about it)

3rd Phase

We reach the CRISIS, or conflict (Problem: worst case scenario to solve the conflict: lack of trust, time pressure, fears, misunderstandings…)

By no dealing with it...

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MANAGING IT

- **Starting point:** solving a conflict is IN FACT, being able to manage it

Resolution	Regulation	Transforming
• A third party intervenes to facilitate the dialog, bring judgement, impose rules, use a methodology	• The parties take active part in the management of the conflict. Third parties have a secondary role (observers, mediator, etc)	• Scenarios, protagonist transformation. Third parties advice is fundamental

CONFRONTING IT: ATTITUDES TO DEAL WITH THE CONFLICT

Objectives are very important

**COMPETITION
I win/You lose**

**COOPERATION
I win/You win**

**COMMITMENT
(Negociation)**

Relationship is NOT very important

Relationship is very important

**ESCAPE
I lose/You lose**

**SUBMISSION
I lose/You win**

Objectives are NOT very important

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CONFRONTING IT: ATTITUDES TO DEAL WITH THE CONFLICT
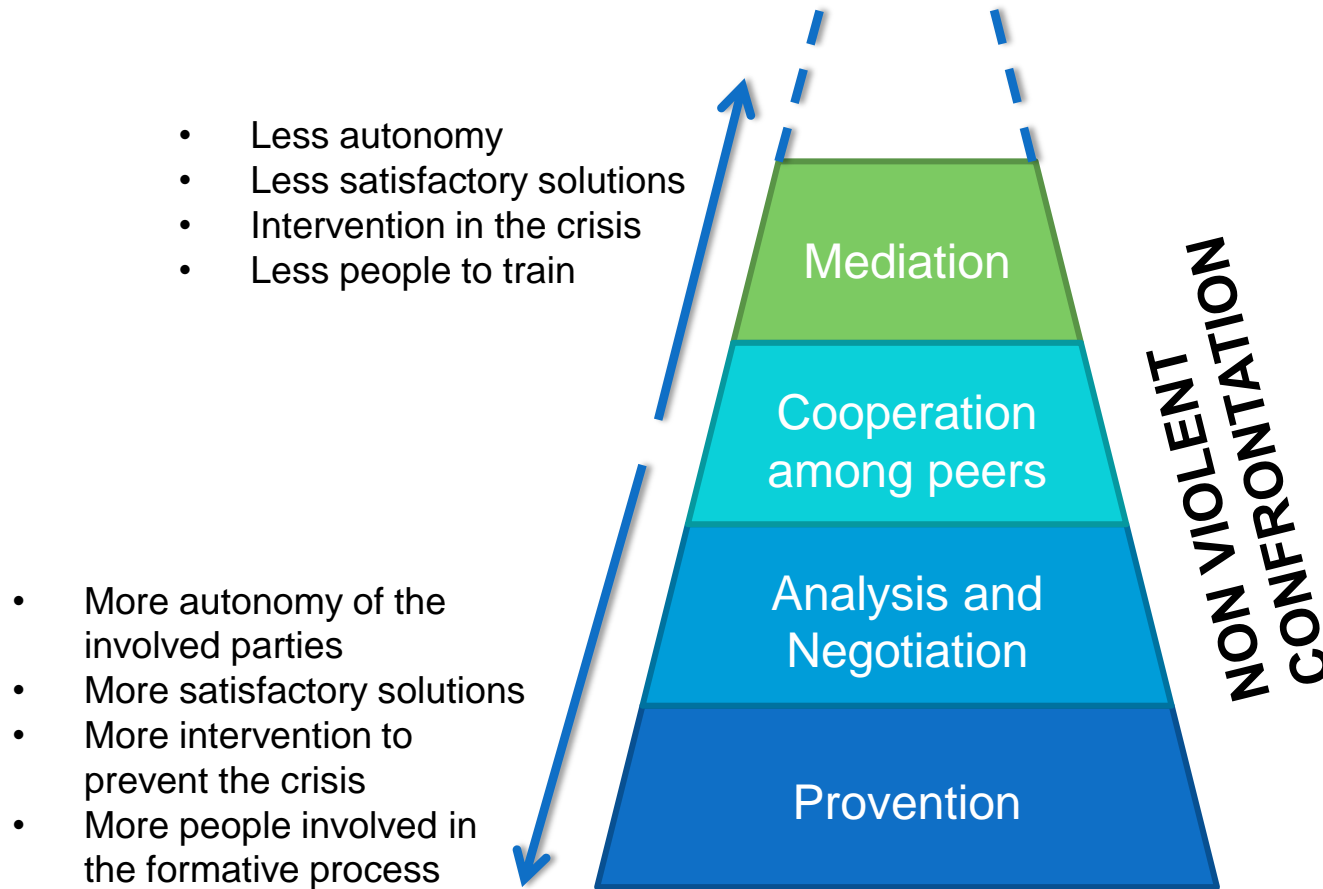
Some considerations…

- **None of these attitudes can be found in a pure format (combination of two or more)**

- **These attitudes are neither good or bad → depends of the situation**

- **The more important our objectives or our relation to our needs are, the more important it is to learn how to cooperate**

- **Our opponent in a conflict might not be our enemy: we just need to find the way to find the best solution for both parties (economy of efforts)**
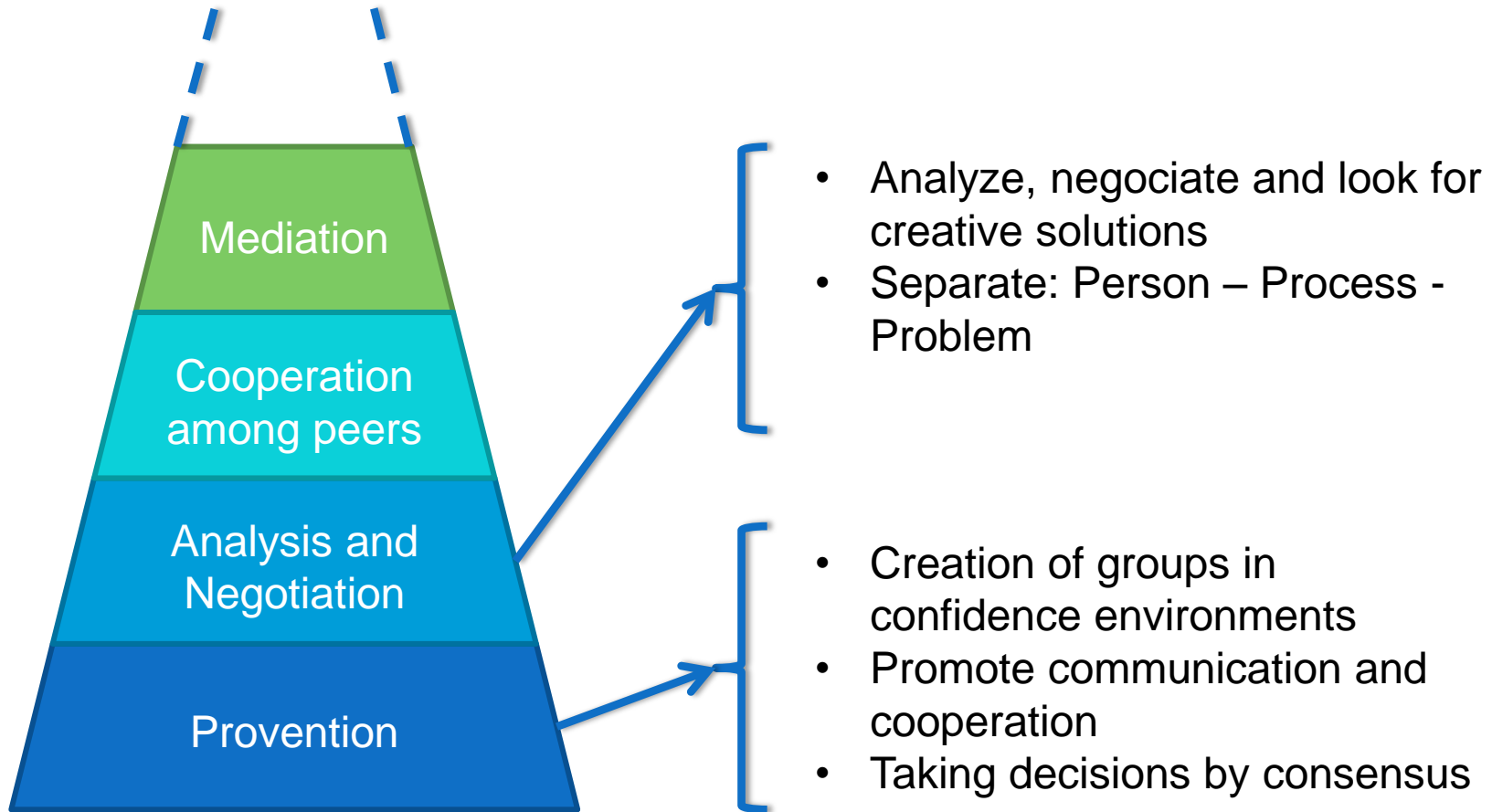
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LET'S DO AN EXAMPLE…

PREVENTING IT

Against the usual "confrontation" → non violent intervention

- Less autonomy
- Less satisfactory solutions
- Intervention in the crisis
- Less people to train

- More autonomy of the involved parties
- More satisfactory solutions
- More intervention to prevent the crisis
- More people involved in the formative process

Mediation

Cooperation among peers

Analysis and Negotiation

Provention

NON VIOLENT CONFRONTATION

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PREVENTING IT INTERVENTION TOOLS

Mediation

Cooperation among peers

Analysis and Negotiation

Provention

- Analyze, negociate and look for creative solutions
- Separate: Person – Process - Problem

- Creation of groups in confidence environments
- Promote communication and cooperation
- Taking decisions by consensus

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PREVENTING IT INTERVENTION TOOLS

Mediation

Cooperation among peers

Analysis and Negotiation

Provention

- When both parties can't solve the confict by themselves
- Third party intervention (mediatior)
- Mediator doesn't decide final decision

ANALYZING IT. COMMUNICATION ASSERTIVENESS

Three attitudes to confront the conflict, three characters:

Passivity Jones

Agressive Attack

Assertive Wonder

Create their personality!

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ANALYZING IT. COMMUNICATION. ACTIVE LISTENING

- **Paraphrase "The heart transplant"**

  - 9 people representing the role of surgeons in an hospital

  - 1 person acting as a mediator

  - The case: Have 5 patients waiting a transplant: a child, a mother of three kids, a red cross member, a polititian and a teacher

  - They have to expose their reasons for save one person but before this they have to express the thoughts of the last surgeon who spoke

ANALYZING IT. CREATIVITY

- **Parallel thinking "Creative Tutti-frutti"**

  - Write a story using 20 words in a list in 3 minutes.

  - From a basic figure, for example, a circle repited 12 times, do differents drawing

  - In 4 minutes write words that begin with certain letter

  - Draw so many types of an object (for example a house or a flower) as be possible in 1 minute.
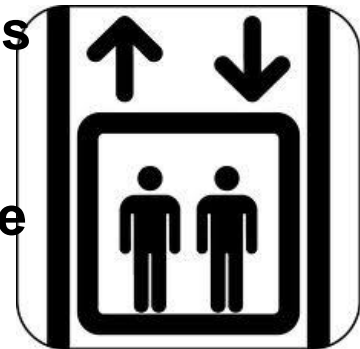
EXAMPLES OF ACTIVITIES

Role Play "The Elevator". **The elevator is stopped and three people have to represent a role with one of the previous attitude.**

- **Agressive: He/She is a compulsive smoker and he/she can't spend more time without his/her cigarrete**

- **Assertive: He/She hates cigarette smoke and he/she can't bear anyone smoking around him/her**

- **Passive: He/She only smokes when he/she is nervous**

    They have to decide WHAT TO DO?

    The rest of people observe the situation and take notes of each attitude and situation

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EXAMPLES OF ACTIVITIES

Three conflict situations are shown involving two characters. In groups of three people, two of them dramatize the escene and the last one observes. All of members of the group will be observers.

For doing this role playing they have to choose one of the attitudes presented before (COMPETITION-COLABORATION-ESCAPE-SUBMISSION-COMMITMENT)

Example: The dog of your neighbour has come to your garden and destroyed all the plants. You are going to talk with him.

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EXAMPLES OF ACTIVITIES

Analysis table. Presentation of a conflict situation and fill the table

	A	B
People-Leading Roles		
Perceptions		
Process		
Position		
Needs		
Proposal		
Agreement		

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DEFINING THE COMPETENCE...

- **Competence-based learning Alfa-project**

  - Competence: Conflict Management and Negociation (pp. 245-255)