

Name: _____

Dealing with conflict: examples of conflict situations at home and school

Activity 11:

Useful responses to conflict situations

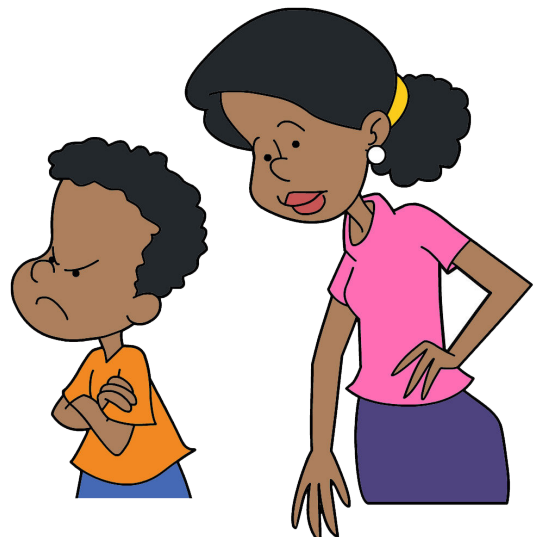
No one likes dealing with conflict. But no matter how hard we try to avoid them, arguments, fights and disagreements are a fact of life — for adults and children.

Here are some things you should NOT do when dealing with a conflict situation:

- Resorting to name-calling
- Using physical violence
- Interrupting the other person
- Refusing to listen
- Insulting someone's intelligence

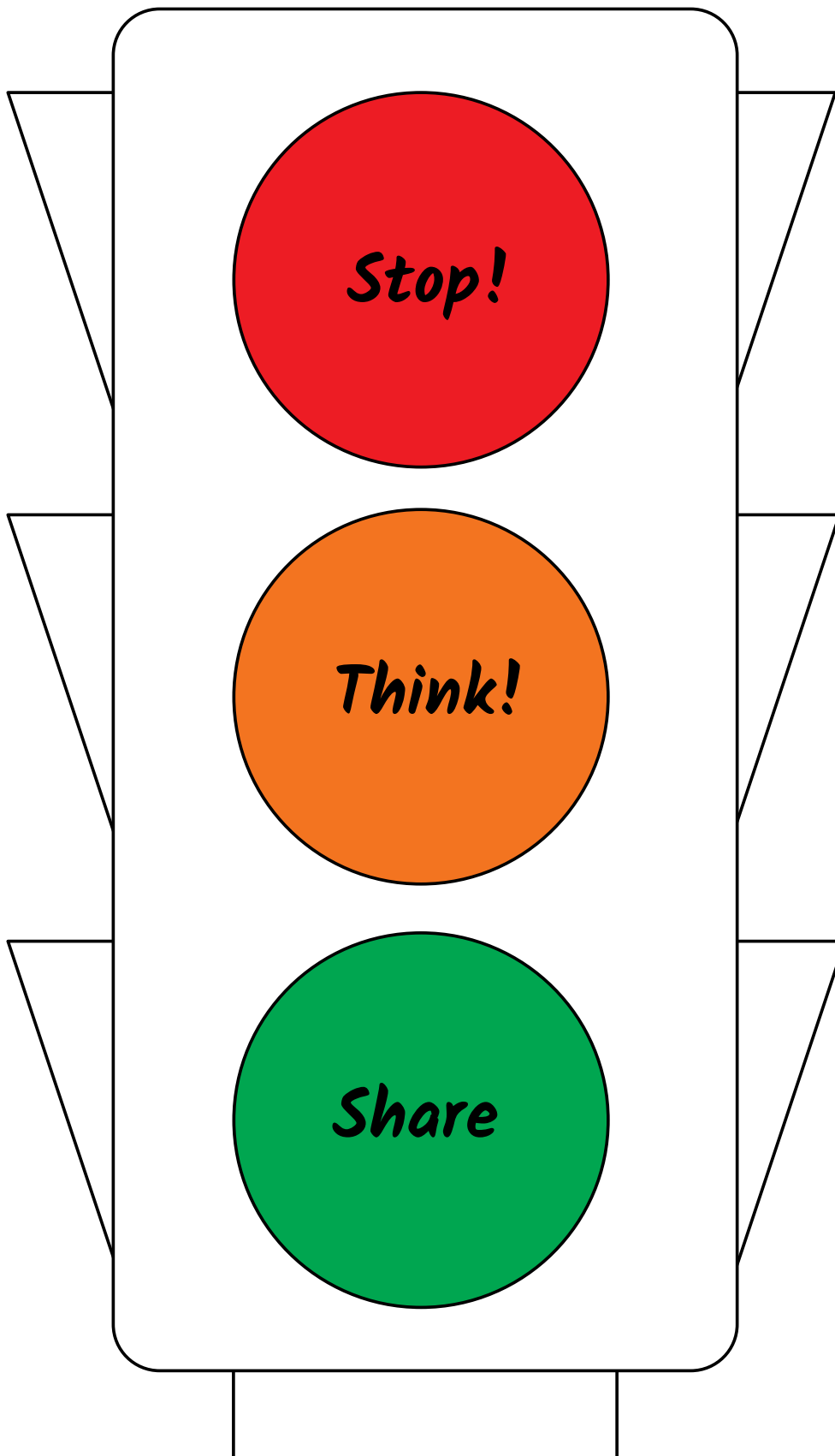
How can we deal with conflict situations when they do happen? You can use these steps to resolve conflict:

1. **STOP.** Don't let things get out of control. Instead, take a step back and try to calm down since anger makes conflicts more difficult to resolve.
2. **SAY** what the conflict is about. Make sure you both understand what is causing the disagreement and clarify what each of you wants or doesn't want.
3. **THINK** of positive options. What's a fair solution that meets both of your needs?
4. **CHOOSE** a favourable option that everyone can agree on.
5. **RESPECT** the opinions of others, even if you can't agree. Source: <https://bit.ly/3UnAggl>



Sometimes our emotions are powerful when we are angry, embarrassed, upset, hurt or frustrated. Have you ever felt like you are about to “boil over” in a conflict? It happens to all of us! The important thing is that you stop before you “boil over”. Here is a method that you can use to help you get your emotions under control.

The stoplight:



Don't do anything right away when you are feeling big emotions (like when you are angry).

Count to 10, take deep breaths and try to calm down.

Why do you feel this way?

What has upset you?

Think of 2 strategies to solve the conflict situation.

Try a strategy.

Start talking. Use "I" statements. Example: I feel very overwhelmed right now because of us not agreeing. Can we take a moment to think of a solution that will work for both of us?