

The background features several flowing, wavy bands of color. At the top, a thick band of red and orange flows from left to right. At the bottom, there are more complex, overlapping waves in shades of red, orange, and yellow, creating a sense of movement and depth. The central area is a plain white space where the text is located.

CONFLICT



TODAY WE WILL

- Learn about conflict
- What is it?
- Idioms and phrasal verbs
- Answer Discussion Questions
- Conflict Scenarios
- Conflict Role-Play

WHAT IS CONFLICT?

- A struggle between people
- Argument, disagreement, or fight



Conflicts arise because there are needs, values or ideas that are seen to be different and there is difficulty finding a solution to the dispute.

CONFLICT IDIOMS

- **It's like talking to a brick wall** – the person you are talking to is not responsive
 - I tried to explain why I was upset but it was like talking to a brick wall!
- **I put my foot in my mouth** – You said something wrong or offensive
 - I really put my foot in my mouth today when I asked if Lucy was pregnant and now she is very upset with me.



PHRASAL VERBS

- **Calm Down** – Don't worry
 - Before you quit your job I think you should try to *calm down*.
- **Sort out** – Fix the problem
 - If you don't *sort out* your differences, it will create a negative environment in the office.
- **Deal with** – Address the problem
 - You had better *deal with* that situation as quickly as possible.
- **Take out on** – to blame someone for something
 - I know John is upset about losing his job but he shouldn't *take it out* on me!

STEPS TO “DEAL WITH” CONFLICT

1. “Cool off”
2. Agree to respect each other
3. Say the **facts** and how that made you feel
4. Listen so you can understand
5. Brainstorm ideas
6. Pick solution together
7. Conflict resolved

DOES ONE PERSON WIN A CONFLICT?



- A **compromise** might happen when two people want different things and have to come to an agreement.
- “A **win – win** situation”: You were able to reach a resolution for the conflict that benefitted or pleased both people involved.

QUESTIONS TO CONSIDER WHILE SOLVING CONFLICT:

- 1. Who's involved?**
- 2. What did they do?**
- 3. How did they do it?**
- 4. How is "A" feeling?**
- 5. How is "B" feeling?**
- 6. What does "A" say she/he wants?**
- 7. What does "B" say she/he wants? Etc.**
- 8. What does "A" need in order to feel happy with the solution to the conflict?**
- 9. What does "B" need?**

DISCUSSION QUESTIONS:

- **Is conflict always a bad thing?**
- **When you have a conflict in your life, what do you do in order to resolve it?**
- **What are the worst ways to resolve conflict?**
- **When is a time you have had a conflict with someone? Who was involved? How did it start? How did it end? How did you feel when it ended?**
- **Do you think you should try to avoid conflict?**
- **Do you know anyone who is very stubborn when dealing with conflict?**

CONFLICT SCENARIO 1

Claire is in high school, has a big test coming up, and has just settled down to study. Amy, her younger sister, comes home from school, turns on the stereo, and starts dancing. Claire gets up and orders Amy to turn off the stereo. Amy protests, saying she never gets to have fun, and turns the stereo up.

- **What does Claire need?**
- **What does Amy need?**
- **If Claire won, what would she get? How would she feel?**
- **If Amy won, what would she get? How would she feel?**
- **How could they compromise?**

CONFLICT SCENARIO 2

You know you've failed your math quiz, even though you studied. You talk to your teacher after class to express your frustration with the quiz, and to let him or her know that you studied geometry problems for two hours. When your teacher hands out the graded papers, he or she loudly jokes, "Guess you study as well as you do math," and hands you a paper with an "F" on it. You share the exchange with your mom, who calls the principal for a meeting.

- Why are you frustrated?**
- Why is your teacher frustrated?**
- How could you solve this conflict?**

CONFLICT ROLE - PLAY

- Find your 5 o'clock partner
- One of you will be "student a" and the other will be "student b"
- You will read your scenario for "a" or "b" **to yourself** (don't let your partner see!!!!)
- You will have a conversation and try to resolve the conflict.