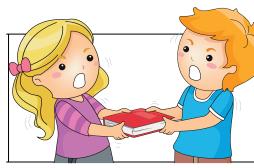


CONFLICT RESOLUTION STEPS



WHAT IS THE CONFLICT?				
LISTEN / UNDERSTAND BOTH SIDES				
	'S SIDE	'S SIDE		
	POSSIBLE SOLUTIONS			
DOES IT WORK FOR ME? YES NO		DOES IT WORK FOR ME? YES NO		
	WHAT WORKS FOR BOTH?			
	PROS	CONS		
	•	_ •		
	•	_ •		
	•	•		
	•	•		
WIN-WIN OR COMPROMISE? BEST POSSIBLE SOLUTION				



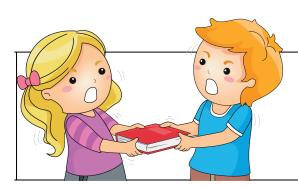


Conflict Scenario

EXAMPLE

Tim and Ellis want to read the same book

CONFLICT RESOLUTION STRATEGY	WHAT IT MEANS	EXAMPLE
COLLABORATING	You want to find the solution that works best for you but you also want to make sure you take into consideration the other person's needs	 they read it together they check if either of them would prefer a different one they look for a second copy
COMPETING	You want to do whatever works for you, and you are not interested in how that works out for others	 they run through the library to snatch it first
COMPROMISING	You want to find the solution that works best for all sides involved, even if it is not your number one preference	 they take turns and play rock-scissors- paper to decide who reads it first.
AVOIDING	You don't like arguments so you just move away from the problem	 Tim gives up and doesn't even make it to the library
ACCOMODATING	You don't voice your opinion and accept whatever solution is presented to you. even if you don't like it	 Ellis decides to take it home, and Tim accepts without discussing other options



Conflict Scenario

CONFLICT RESOLUTION STRATEGY	WHAT IT MEANS	EXAMPLE
COLLABORATING	You want to find the solution that works best for you but you also want to make sure you take into consideration the other person's needs	
COMPETING	You want to do whatever works for you, and you are not interested in how that works out for others	
COMPROMISING	You want to find the solution that works best for all sides involved, even if it is not your number one preference	
AVOIDING	You don't like arguments so you just move away from the problem	
ACCOMODATING	You don't voice your opinion and accept whatever solution is presented to you. even if you don't like it	

BIG PROBLEMS VS SMALL PROBLEMS

AND HOW TO DEAL WITH THEM

TYPE OF PROBLEM	EXAMPLES	HOW TO DEAL WITH THEM
BIG PROBLEMS		
MEDIUM PROBLEMS		
SMALL PROBLEMS		

CONFLICT RESOLUTION IDEAS:

Ask for help, negotiate, compromise, avoid the problem (check the previous worksheet for some examples of these strategies)



OTHER RESOURCES

LINKS TO OTHER RESOURCES:

- ANGER CONTROL FOR KIDS
- EMOTIONS (WORKSHEETS, PUZZLES & PLAYDOUGH MATS)
- ASSERTIVE COMMUNICATION FOR KIDS
- POSITIVE AFFIRMATION CARDS
- YOGA CARDS FOR KIDS
- FOOD JOURNAL FOR PICKY EATERS