

Conflict Resolution

PTSO Presentation
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Presentation Objectives

- Parents will learn tools and strategies they can use with their children in helping them to resolve conflict
- Parents will connect with each other
- Everyone will learn from each other
- We will have FUN!

Is Conflict Normal?

Conflict and disagreement are a normal part of children's lives. Expressing different needs or wants, or wanting the same thing when only one is available, can easily lead children into conflict with one another.

When conflict is poorly managed it can have a negative impact on children's relationships, on their self esteem and on their learning. By learning to manage conflict effectively, children's skills for getting along with others can be improved, leading to much happier children, better friendships, and better learners at school.

Peer Conflict- What is it?

Peer Conflict refers to mutual disagreement or hostility between peers or peer groups?



Where and With Whom Does Peer Conflict Happen?

- ✓ Characterized as conflict between people of equal or similar power (friends)
- ✓ It occurs occasionally
- ✓ It is unplanned
- ✓ It does not involve violence or result in serious harm
- ✓ Perpetrators of peer conflict do not seek power or attention

Reasons for Peer Conflict in Elementary School – Age Children

In elementary school-age children, the types of social environments that most often give rise to conflicts are related to the following circumstances:

- Possession and use of objects
- Limited resources, such as toys and games
- Negative interactions with peers, such as aggression, jealousy, and exclusion from groups;
- Violation of rules



Reasons for Peer Conflict in Adolescents

In adolescents, additional social conditions that lead to peer conflicts become apparent, among them:

- Jealousy of/or exclusion from groups
- Intrusive behavior, such as stealing and intimidation
- Stereotyping and the formation of cliques
- Jealousy based on envy of another person's possessions
- Claims about opinions and beliefs





*“Conflict is inevitable,
but combat is
optional.”*

- Max Lucade

Win-Lose Approach

Conflict Style	Child's Behavior
Force	Argues, yells, debates, threatens, uses logic to impose own view
Give In	Prevents fights, tries to make others happy
Avoid	Thinks or says: " I don't want conflict." Distracts, talks about something else, leaves the room or the relationship

Win Some-Lose Some

Conflict Style	Child's Behavior
Compromise	I give a bit and expect you to give a bit too



Win-Win

Conflict Style	Child's Behavior
Sort out the problem	Discover ways of helping everyone in the conflict to get what they want



What Conflict Style is This?

Let's check out this cute clip to see

[https://www.youtube.com/watch?
v=7tuvIU1kY_U](https://www.youtube.com/watch?v=7tuvIU1kY_U)

Skills Required for Effective Conflict Resolution

Skill	What to Encourage Children to Learn
Manage strong emotions	Use strategies to control strong feelings
Verbally express own thoughts and feelings	Identify and communicate thoughts and feelings
Identify the problem and express own needs	Talk about their own wants/needs/fears/concerns without demanding an immediate solutions
Understand the other person's perspective	<ul style="list-style-type: none">• Listen to what the other person wants/needs• Understand the other person's fears/concerns• Understand without having to agree• Respond sensitively and appropriately
Generate a number of solutions to the problem	<ul style="list-style-type: none">• Think of a variety of options• Try to include the needs and concerns of everyone involved
Negotiate a win-win solution	<ul style="list-style-type: none">• Be flexible• Be open-minded• Look after own needs as well as the other person's needs (be assertive)

Guiding Children Through the Steps of Conflict Resolution

1. Set the stage for “Win-Win” outcomes
2. Have children state their own needs and concerns
3. Help children listen to the other person and understand their needs and concerns
4. Help children think of different ways to solve the problem
5. Build “Win-Win” solutions
6. Put the solution into action and see how it works

Key Points for Helping Children Resolve Conflict

- Guide and coach
- Listen to all sides without judging
- Support children to work through strong feelings
- Remember
 - Praise children for finding a solution and carrying it out
 - If an agreed solution doesn't work out the first time, go through the steps again to understand the needs and concerns and find a different solution



Thank you!

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