

Name:

Grade:

Date:

## Conflict Management

### ◆ Objective:

To manage conflict and generate dialogue strategies to mediate the situation, once it has occurred.

### ◆ Materials:

- Student's guide

### ◆ Instructions:

1. Students will work individually in the student's guide.
2. Before starting the guide, you can consider the following conflict management tips:
  - a. To resolve conflicts in the classroom it is necessary to know how to dialogue and agree. Dialogue consists of expressing one's point of view clearly and listening with empathy to the point of view of others.
  - b. The agreements consist in establishing the norms and limits of coexistence that are needed, as well as the consequences that help to comply with the norms that cost them.
  - c. The victim should not be defended or encouraged to attack. We teach him to say "no" firmly. If they do not pay attention to him, he must ask for help.
  - d. The aggressor is taught, without assaulting him, to say what he wants and to control himself, to calm down and manage his emotions.
  - e. It's important to learn to listen and talk leaving aside the intention and noticing only the facts. For example, instead of saying "she wants to keep me away and doesn't like me", the student may be encouraged to say "yesterday at recess she didn't invite me to play and that made me feel sad".



## Conflict Management

When there is a conflict, it is important to understand where you're standing, where the other person is standing, and what actions may be taken for this to become a learning experience.

Complete the following questions, if you feel altered while doing so, you may stop, take a deep breathe, and if you consider it necessary take a short stroll before continuing.

1. Describe the facts of the conflict. Don't include intentions, this means don't include what the other may have thought or felt, only what actually happened.

2. Write down the emotions you felt.

3. For what behaviors or words do you think you should apologize?



4. For what behaviors or words do you think the other person should apologise?



5. How can you react differently if something like this were to happen again?

