

Conflict Management



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Workshop

1. What is conflict?
2. Are we experiencing conflict now in our personal lives?
3. If yes, what are some examples?
4. How have we dealt with the conflict?

What is conflict?

- From the Latin word *conflictus* which means striking together with force
- Occurs when one's actions or beliefs is unacceptable to—and hence resisted by the other (Forsyth, 1990)



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WAYS TO DEAL WITH CONFLICT



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AVOIDANCE (FLIGHT)

- We MOVE AWAY or withdraw from the situation of conflict
- We allow the other party to get away with his/her behavior.
- We hope that the conflict will, in, itself, disappear.
- We believe that it is hopeless to try to resolve the conflict

➤ WIN-LOSE



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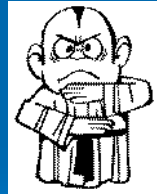
AGGRESSION (FIGHT)

- We MOVE AGAINST the opponent or try to overpower adversary/force him/her to yield.
- We want to do things our way
- We view winning as an indication of strength and losing as an indication of weakness

➤ WIN-LOSE or LOSE-LOSE



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PROBLEM-SOLVING (FACE)

- We MOVE TOWARDS the adversary
- We dialogue/negotiate for a mutually beneficial solution.
- We show our desire to get out of the mess by collaborating in finding constructive ways to solve the conflict.

➤ WIN-WIN



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ACCOMMODATION (GIVE UP)

- We give up our goals to maintain "harmony" in the relationship
- We give in because we realized that the other person is right.
- We concede because we have very little chance of winning.

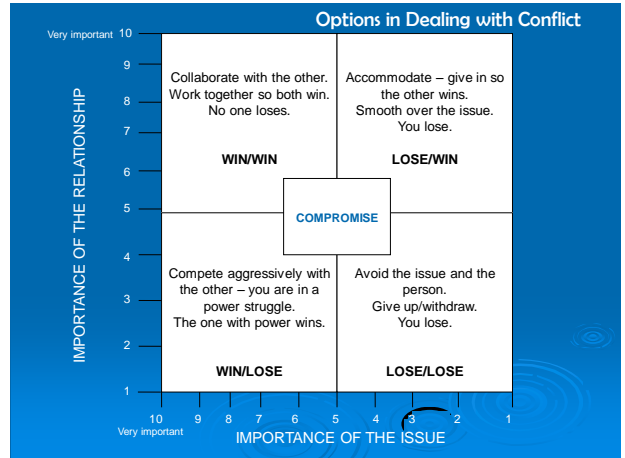
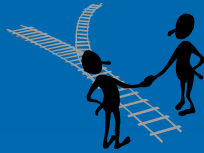


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COMPROMISE (GIVE HALF😊)

- We find the middle ground.
- We give up part of our goals because we and our adversary cannot get what we want.

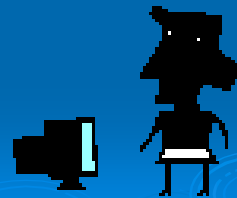


When I am angry, I usually...



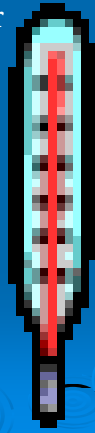
What is Anger?

- It is a strong emotion of displeasure that may take the form of verbal or physical attack, rage or animosity.



The Anger Thermometer

In some ways anger is like a thermometer. It has degrees, from cool to very hot. The higher you go on the Anger Thermometer, the angrier you are! Try to cool off and bring yourself down the Anger Thermometer.



Enraged
Furious
Angry
Irritated
Annoyed



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When can anger be destructive?

- When we express it in a way that will create harm, hatred or alienation.
- When we repress it. *It can make us sick. It may displace our feeling. It may hinder us from solving the cause of our problem.*
- When we can no longer function normally.



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Anger Management

➤ How do we COPE with our anger?

- Recognize that you are angry.
- Express anger in indirect ways:
 - Shout, cry, hit a pillow.
 - Write in a journal.
 - Draw, paint.
 - Engage in vigorous physical activities (run, jog, swim)
 - Physically relax the body (deep breathing, muscle relaxing)



- Calm your mind:
 - Talk to yourself.
 - Count to 10 for adrenaline level to go down.
 - Change cognitions vs. *labeling, overgeneralization, mental filtering, jumping to conclusions.*
- Talk to a friend.
- Change environment.
- Forgive. It lowers blood pressure and eases muscle tension.



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How do we directly express our anger?

- Describe the behavior that angers you.
- Describe how you feel about the behavior.
- Describe the reason for your feeling.



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How do we deal with other peoples' anger?

- Allow expression. Listen.
- Do not respond with the same anger.
- Help him/her calm down. Try to stand in his/her shoe.
- Paraphrase/clarify.
- Explain your situation.
- Look into options together.



If you can't deal with the other person's wrath, ask for help.

HELPING RESOLVE CONFLICTS: The Problem-Solving Approach



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DIALOGUING TIPS



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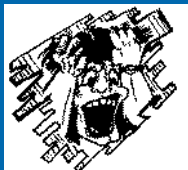
1. Be specific.
Avoid using global words.



2. Speak in a gentle,
non-threatening manner.



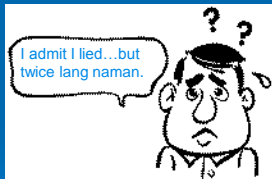
3. Avoid
using
words that
would elicit
anger.



4. Use the I-message



5. Admit your own responsibility to the conflict.



6. The person and his/her action are two different things. Thus, be tough on the problem, not on the person.

7. Be willing to tell the other person what is good about her/him.

8. Listen. Show the other person that you are hearing his/her point of view.

9. Show positive regard and respect.



10. Listen with empathy.
Try to stand in the shoe of
the other.

11. Be open to
criticism of your
ideas and behavior.



12. Paraphrase and
clarify when needed.

13. Distinguish between your demands and true interests.



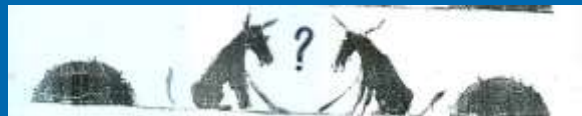
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Positions and Interests

- If you do not stop texting, I will throw that cellphone out of the window.
- From now on, you should be home by 6 pm!

The Story of the Mules







COOPERATION
IS BETTER THAN
CONFLICT!

THANK YOU!

