

Conflict Management

STAGE 1 --- INTRODUCTION

1. All Conflict Managers introduce themselves.
2. Explain what Conflict Management's purpose is.
3. Explain confidentiality

Say: "Everything you say will remain confidential with the exception of child abuse, violations of the law, or personal harm to yourself or to someone else."

Say: "Do you . . .

- agree to solve the problem?
- promise not to interrupt?
- promise to be honest?
- promise not to name call?
- promise there will be no physical fight?
- promise to speak directly to the Conflict Managers?
- promise to make no eye contact with the other person?"

STAGE 2 --- DEFINING THE PROBLEM

1. Decide which conflictee will speak first.
2. Use active listening to hear what each person says.
3. Use effective questioning skills.
4. Make sure each person understands what the other is upset about.

STAGE 3 --- HELP CONFLICTEES UNDERSTAND EACH OTHER

1. Help each person try to see the other person's point of view.

Say / Ask: "Put yourself into his/her shoes."
"Can you describe how he/she might have felt when this happened?"
"What would you like to have him/her know about how you feel?"

2. Ask the other person to repeat what was said.
3. Acknowledge and validate positive and cooperative work.

STAGE 4 --- FINDING A SOLUTION

1. Ask each person what he/she thinks would be a FAIR SOLUTION.
2. Get agreement from both people on each part of the solution.
3. Ask: "How do you think you should handle this situation if it happens again?"
4. Write the solution on the report form and have each person sign it.
5. Read the solution/agreement aloud so that everyone can hear.
6. To prevent rumors from spreading tell the disputants to tell their friends the conflict was resolved.
7. Remind them about confidentiality.
8. Congratulate the people for their hard work in reaching an agreement.