

## Chapter 12 Lesson 1 What Is Conflict?

### Objectives

- **Describe** the three major sources of conflict.
- **Describe** three signs that conflict is happening or is about to happen.
- **Describe** three ways to avoid conflict.



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## Chapter 12 Lesson 1 What Is Conflict?

### Start Off Write

What was the cause of your last conflict?



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## Chapter 12 Lesson 1 What Is Conflict?

### Major Sources of Conflict

- **What Are Most Conflicts About?** Conflicts are usually about one of the following three things:
  1. Resources
  2. Values and Expectations
  3. Emotions



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## Chapter 12 Lesson 1 What Is Conflict?

### Recognizing the Signs of Conflict

- **Is a Conflict About to Occur?** Some of the warning signs that conflict is about to occur are listed below:
  1. There is a disagreement.
  2. You are feeling strong emotions.
  3. Another person is becoming angry or frustrated.



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## Chapter 12 Lesson 1 What Is Conflict?

### Avoiding Conflict

- **Staying Calm** A few ways to avoid a conflict are listed below:
  1. Pick your battles.
  2. Respect different opinions.
  3. Take a break.



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### Objectives

- **Explain** the importance of communication in a conflict.
- **Describe** appropriate ways to express yourself in a conflict.
- **Describe** body language and its importance during a conflict.
- **Describe** the importance of listening in a conflict.



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### Start Off Write

How would you describe body language?



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### The Conflict Cycle

- **How You Choose to Handle a Conflict** The way in which you deal with conflict often depends on how you have handled conflict in the past and on how you have seen others handle conflict.
- **The Effect of Consequences** The consequences of how we manage a conflict affect the way we deal with the next conflict that arises.



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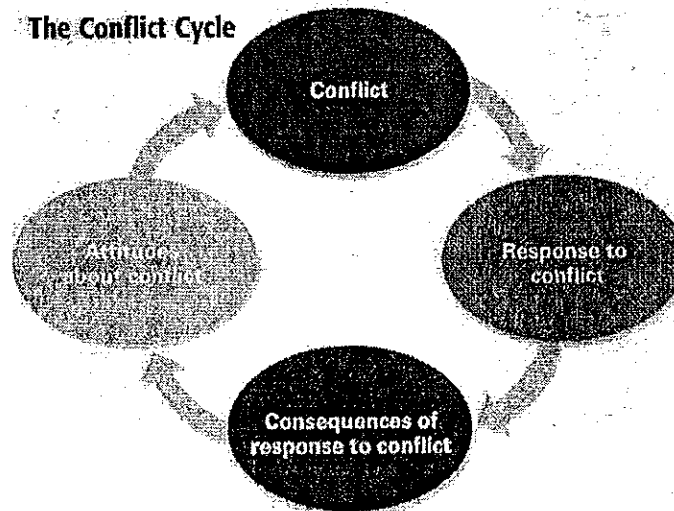
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## Chapter 12

### Lesson 2 Communicating During Conflict

#### The Conflict Cycle



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### Express Yourself

- **Staying Calm** In a conflict, the other side needs to understand your position and your feelings about the conflict. Expressing yourself in a calm and clear manner will allow the other side to hear what you have to say.
- **Becoming Angry** If you speak in an angry or threatening manner, the other side will probably stop listening to you.



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### Choose Your Words

- **Expressing Yourself During a Conflict** Several tips on choosing the right words in a conflict are listed below:
  1. Speak openly and honestly.
  2. Only use words that explain how you feel.
  3. Do not use abusive or threatening language.
  4. Do not make demands or threats.
  5. Avoid words that threaten the other person.
  6. Avoid using the word *you*.



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### Body Language

- **What Is Body Language?** Body language is communication that is done by the body rather than by words.
- **Conflicts and Body Language** Like the words you use, your body language can determine if a conflict ends well or ends poorly.



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## Chapter 12

### Lesson 2 Communicating During Conflict



The way you use your body can communicate many things about how you feel. Can you tell in which of these pictures the girl is unhappy?



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### Lesson 2 Communicating During Conflict

#### Listening

- **Active Listening** Active listening is listening to what the other person is saying, thinking about it, and either asking questions or restating what the person said.
- **Listening and Body Language** Your body language can communicate whether you are listening to others and whether you care about what they are saying.



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## Chapter 12

### Lesson 2 Communicating During Conflict

#### Tips for Listening

Make eye contact.

Use open body language.

Focus on what the speaker is saying rather than on what you plan to say next.

Don't fold arms or use closed body language.

Don't interrupt. Wait until the other person is done speaking before you speak.

Don't let your eyes wander. Pay attention to the person who is speaking.

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## Chapter 12 Lesson 3 Resolving Conflicts

### Objectives

- **Describe** negotiation as a tool to resolve conflict.
- **Compare** compromise and collaboration as tools for resolving conflict.
- **Explain** how mediation is used to resolve conflicts.
- **List** the advantages of peer mediation.



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## Chapter 12 Lesson 3 Resolving Conflicts

### Start Off Write

How is compromise useful in resolving conflicts?



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## Chapter 12 Lesson 3 Resolving Conflicts

### Negotiation

- **What Is Negotiation?** Negotiation is the act of discussing the issues of a conflict to reach an agreement.
- **Requirements for Negotiation** Negotiation requires both parties in a conflict to describe their feelings and their needs. It also requires each party to understand and respect the other person's position.



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## Chapter 12 Lesson 3 Resolving Conflicts

### Compromise and Collaboration

- **What Is Compromise?** Compromise is a solution to a conflict in which each side gives up something to reach an agreement.
- **What Is Collaboration?** Collaboration is a solution to a conflict in which both sides work together to get what they want.



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## Chapter 12 Lesson 3 Resolving Conflicts

### Mediation

- **Mediators** A good mediator has the following characteristics:
  1. Special Training
  2. Objectivity
  3. Understanding
  4. Ability to Control the Situation



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## Chapter 12 Lesson 3 Resolving Conflicts

### Peer Mediation

- **What Is Peer Mediation?** Peer mediation is mediation in which the mediator is of similar age to the people in the conflict.
- **Starting a Peer Mediation Program** If you are considering starting a peer mediation program, you should begin by talking to a few other schools that have successful programs for direction.



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