

Behavior Intervention and Support: Conflict Resolution

Module 3, Session 7
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Conflict styles

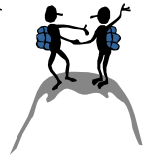
⌘ Aggressive



⌘ Passive



⌘ Problem solving



Characteristics



⌘ Aggressive - usually when a conflict situation arises - creates a win-lose situation



⌘ Passive - avoids conflict; creates a win-lose situation



⌘ Problem-solving - turns conflict into a win-win situation.

Conflict resolution

- ⌘ Define the problem objectively.
- ⌘ Declare the need; why is this a problem?
- ⌘ Describe the feelings.
- ⌘ Discuss solutions. Brainstorm; weigh the pros and cons of each solution.
- ⌘ Decide on a plan. Use the solution that makes the most sense.
- ⌘ Determine the plan's effectiveness--followup meeting.



Conflict resolution with difficult students



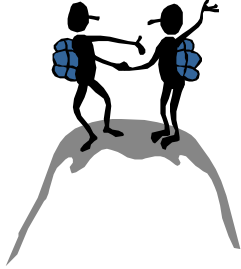
- ⌘ Stonewalling
 - ⊗ Behavior: Student refuses to respond verbally and look for a solution
 - ⊗ Solution: Teacher can decide what's next.
- ⌘ Verbal disrespect
 - ⊗ Behavior: Student uses foul language to get a rise out of the teacher.
 - ⊗ Solution: Stay cool; tell the student to treat you with respect or leave the room.

Conflict resolution with difficult students

- ⌘ Blaming others:
 - ⊗ Behavior: Students blame others and take no responsibility
 - ⊗ Solution: Redirect the student to the issue at hand, saying "let's find a solution."
- ⌘ Unworkable solution:
 - ⊗ Behavior: Student suggests an "off the wall" solution that is inappropriate.
 - ⊗ Solution: Ask the student to offer a more reasonable solution; brainstorm as necessary.



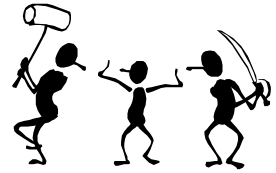
Student-Student Conflict Resolution



- ☞ "Hi, my name is ____, and I'm a conflict manager."
- ☞ "Do you want to solve the problem with us?"
- ☞ If yes, move to a different area to talk.
- ☞ "Will you agree to 4 rules?:"
 - ☑ Do not interrupt
 - ☑ No name-calling or putdowns
 - ☑ Be as honest as you can
 - ☑ Agree to solve the problem.

Student-Student conflict resolution

- ☞ Defining the problem
 - ☑ "Who will talk first?"
 - ☑ Ask Person #1 "What happened?" RESTATE
 - ☑ Ask Person #1 "How do you feel? Why?"
 - ☑ Ask Person #2 "What happened?" RESTATE
 - ☑ Ask Person #2 "How do you feel? Why?"



Student-Student Conflict Resolution



- ☞ Finding solutions
 - ☑ Ask Person #1 "What can you do to resolve your part of the problem?"
 - ☑ Ask Person #2 "Do you agree?"
 - ☑ Ask Person #2 "What can you do to resolve your part of the problem??"
 - ☑ Ask Person #1 "Do you agree?"
 - ☑ Ask each disputant "What could you do differently if this happened again?"
 - ☑ Ask "Is the problem solved?"
 - ☑ Ask disputants "Please tell your friends the conflict is solved."
 - ☑ "Congratulations on your hard work solving this dispute."
 - ☑ Fill out the conflict manager form.