

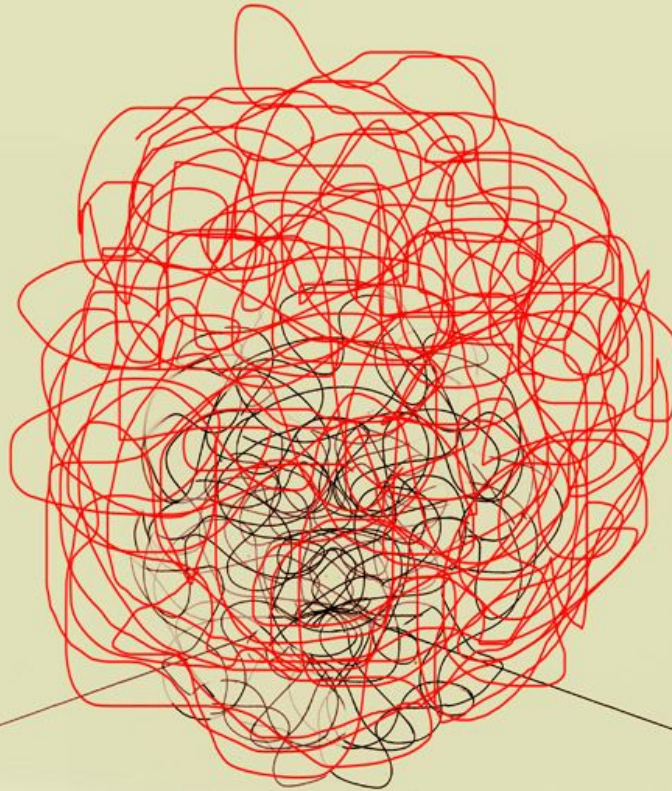


~~Conflict~~

Conflict Management

10%

Conflict is due
to difference of
opinion

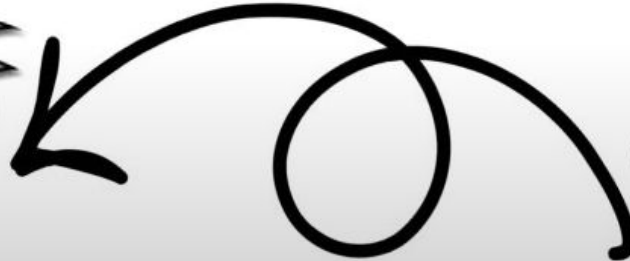
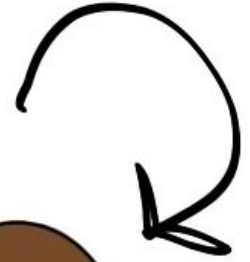


90%

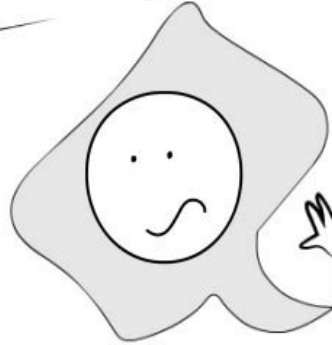
Conflict is due
to Wrong tone
of voice



**CONFLICT IS
DIFFICULT!**



CONFLICT



STRESS
LEAVE





**De-Nile is not just a river in
Egypt!**

DENIAL is one of the most common problems when it comes to resolving conflict.

is not a river in Egypt.

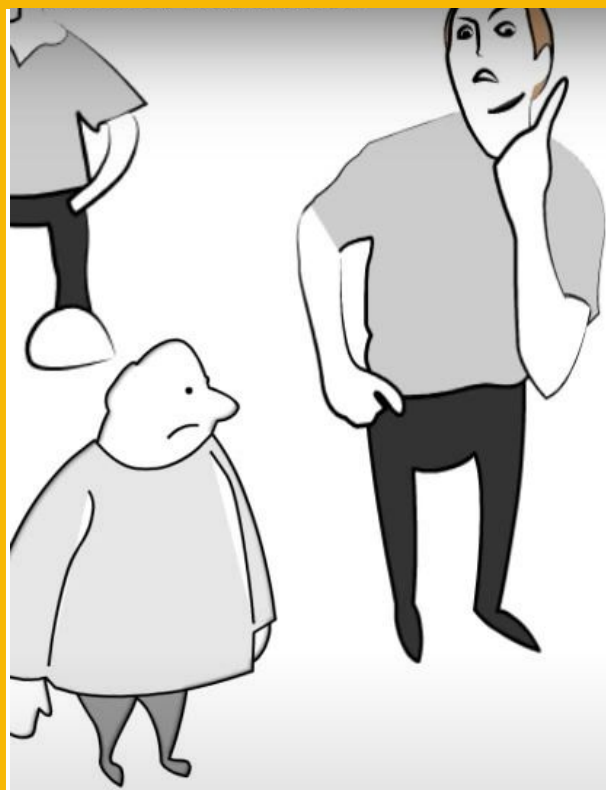


CONFLICT

**Conflict exists when one person
has a need of another and that
need is not being met.**



**RESOLUTION
OF CONFLICT
starts here.**



**RESOLUTION
OF CONFLICT**
starts here.

I NEED...

1. EXPRESS THE NEED

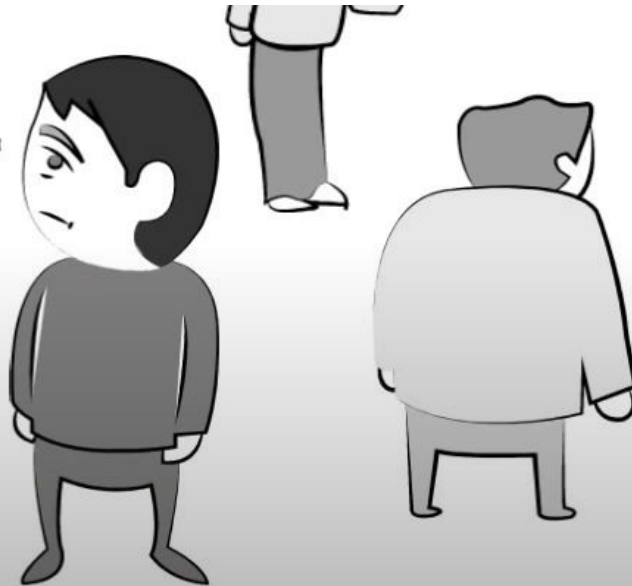


???

**2. FIND OUT IF THE NEED
CAN OR CANNOT BE MET**



**NO=NEGOTIATE
OR MANAGEMENT
OF CONFLICT**



YES=RESOLUTION



**UNMET
NEED**



**MANAGEMENT
OF CONFLICT**

STEP 1 & 2



I'M AFRAID.

I'M AFRAID.

GOSSIPING

SILENT
TREATMENT

BACKSTABBING

BEING AGGRESSIVE
& ANGRY

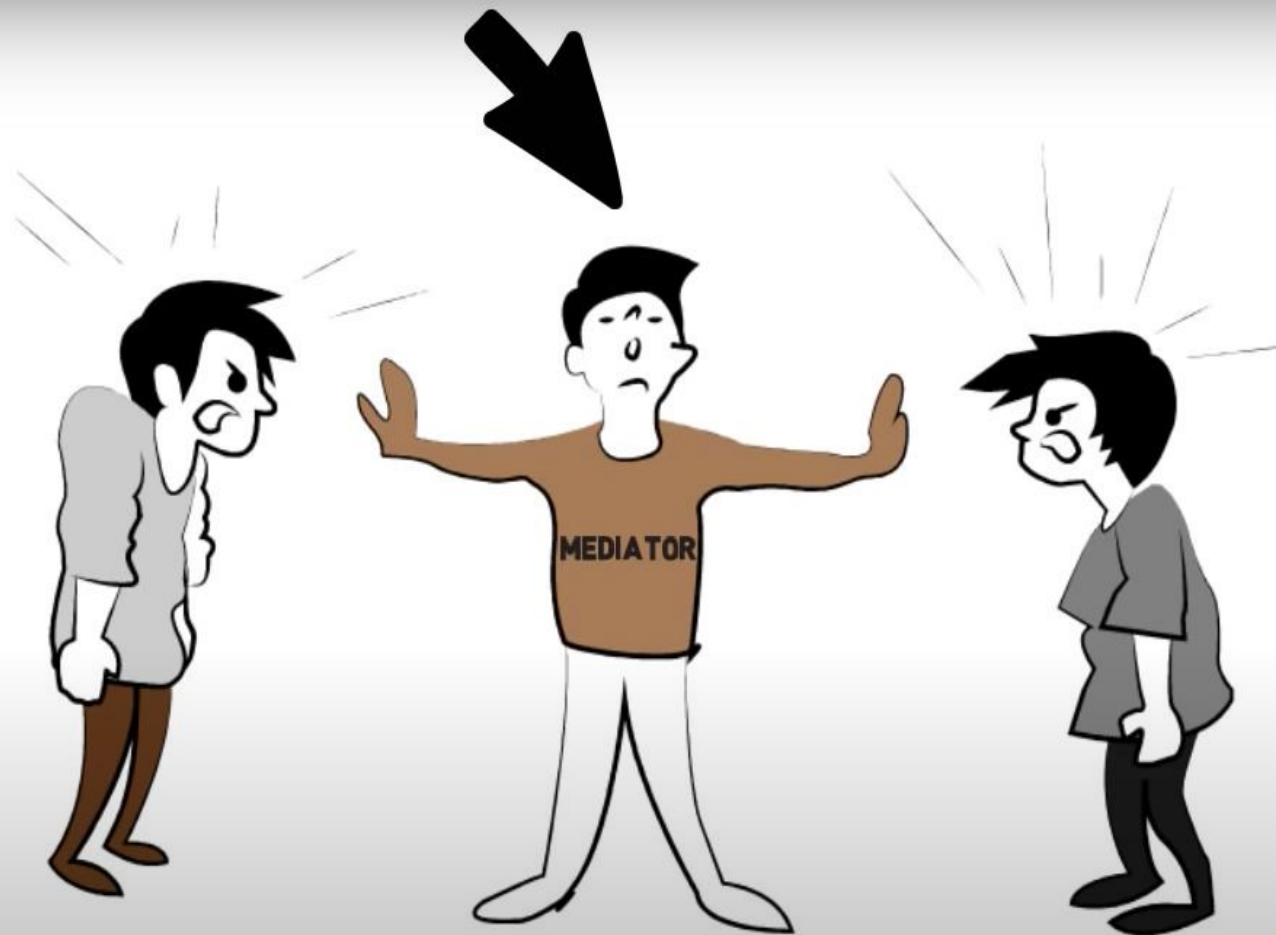
SHOUTING



Conflict is too hard!!

I NEED HELP!

**IT'S OKAY
TO
ASK FOR
HELP**



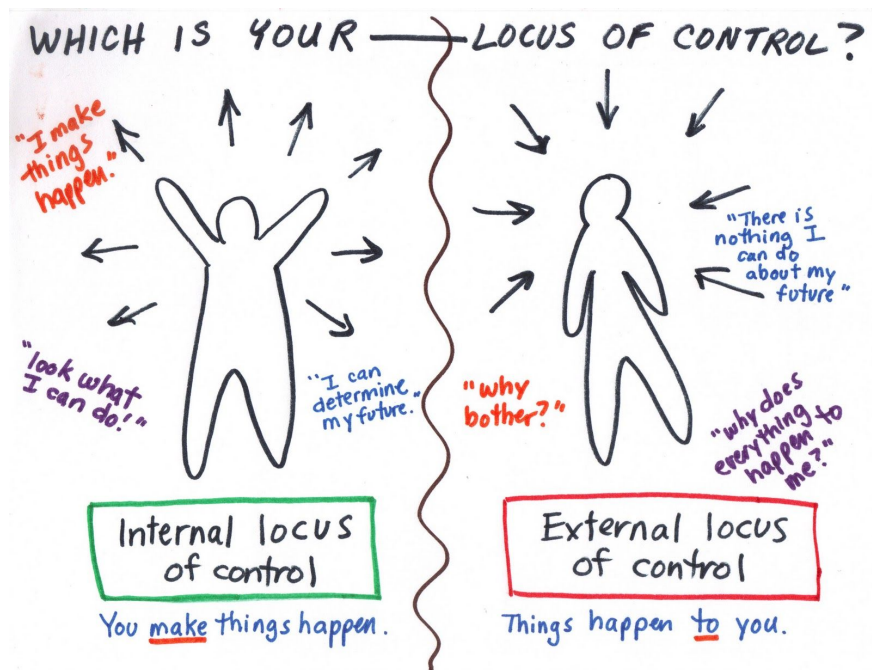
LET'S UNDERSTAND CONFLICT! ""

Internal Vs External conflict



Locus of control

Locus of control refers to an individual's beliefs about the extent of control that they have over things that happen to them.



What causes Conflict?

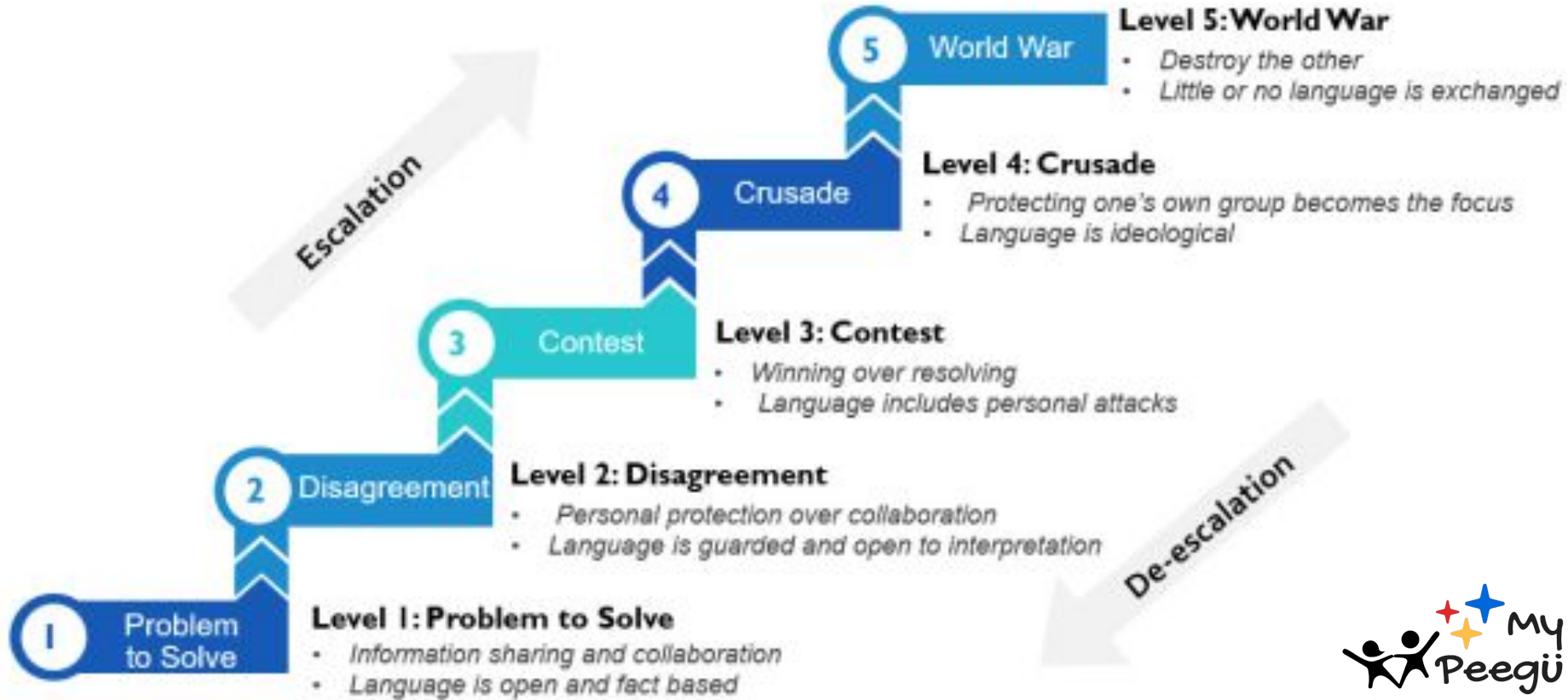


Source of conflict

1. Information processing.
2. Needs.
3. Fears.
4. Values.
5. Skills.



Levels of conflict



Social conflict

Arises when aspirations, beliefs, or values held by one individual or group are frustrated by another individual or group.

1. Parents and their children
2. Between friends
3. Between colleagues
4. Neighborhoods
5. Between rival teams



How do You react?



A misty, green landscape with a central text box. The text box is a dark green parallelogram with white text. The background is a soft-focus image of a field or forest with mist or fog.

React
vs
Respond

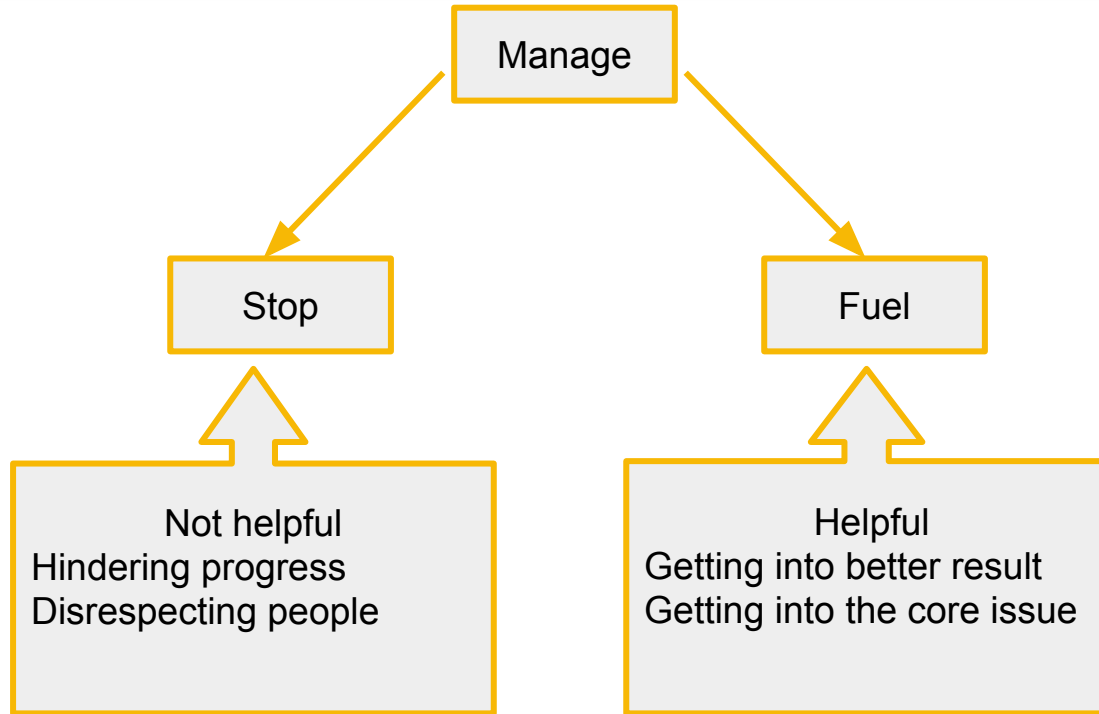
What's the aftermath of Conflict?

Is it avoidable?

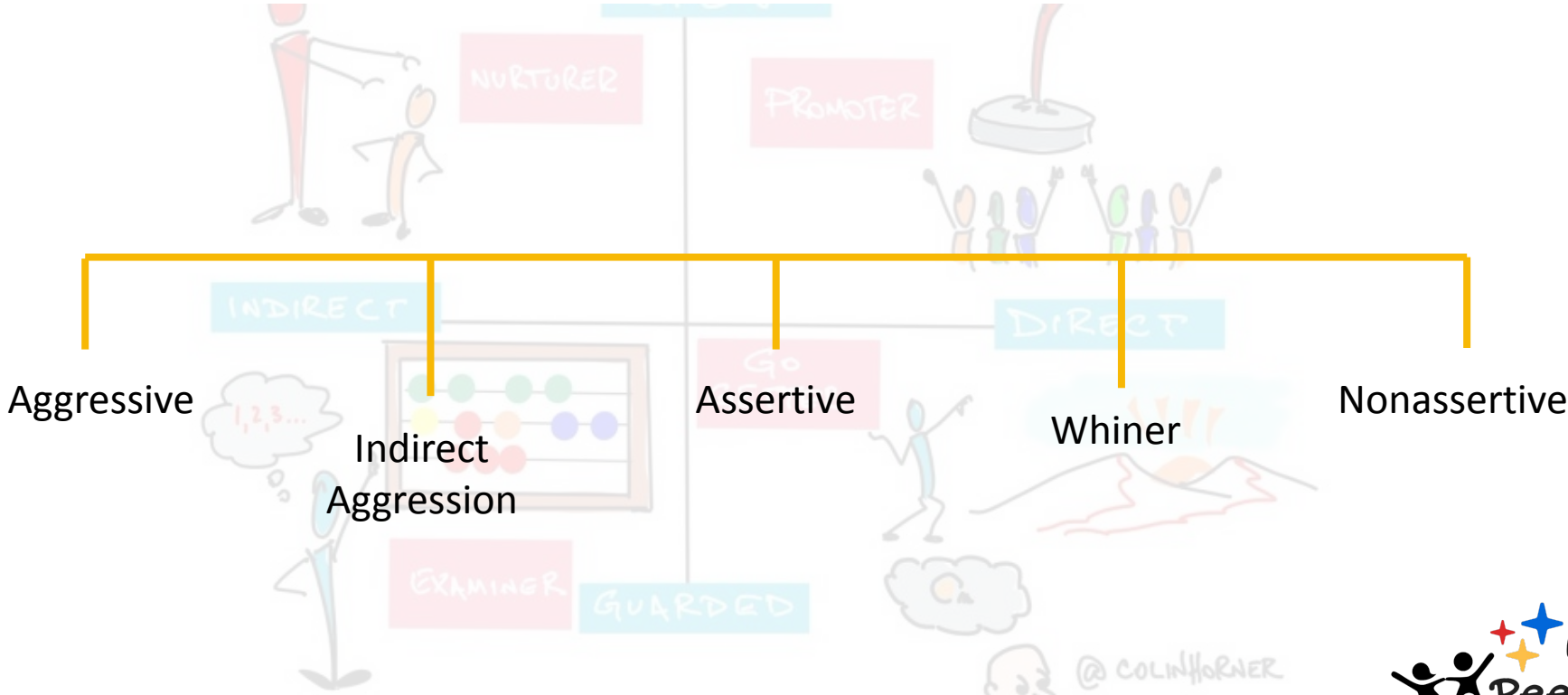
Do you know the difference?

| CONFLICT | RUDE | MEAN | BULLYING |
|---|--|--|---|
| Occasional | Occasional | Once or Twice | Is REPEATED |
| Not planned; in the heat of the moment | Spontaneous: unintentional | Intentional | Is planned and done on purpose |
| All parties are upset | Can cause hurt feelings; upset | Can hurt others deeply | The target of the bullying is upset |
| All parties want to work things out | Based in thoughtlessness, poor manners or narcissism | Based in anger; impulsive cruelty | The bully is trying to gain control over the target |
| All parties will accept responsibility | Rude person accepts responsibility | Behavior often regretted; | The bully blames the target |
| An effort is made by all parties to solve the problem | | | The target wants to stop the bully's behavior; the bully does not |
| Can be resolved through mediation | Social skill building could be of benefit | Needs to be addressed/ should NOT be ignored | CANNOT be resolved through mediation |

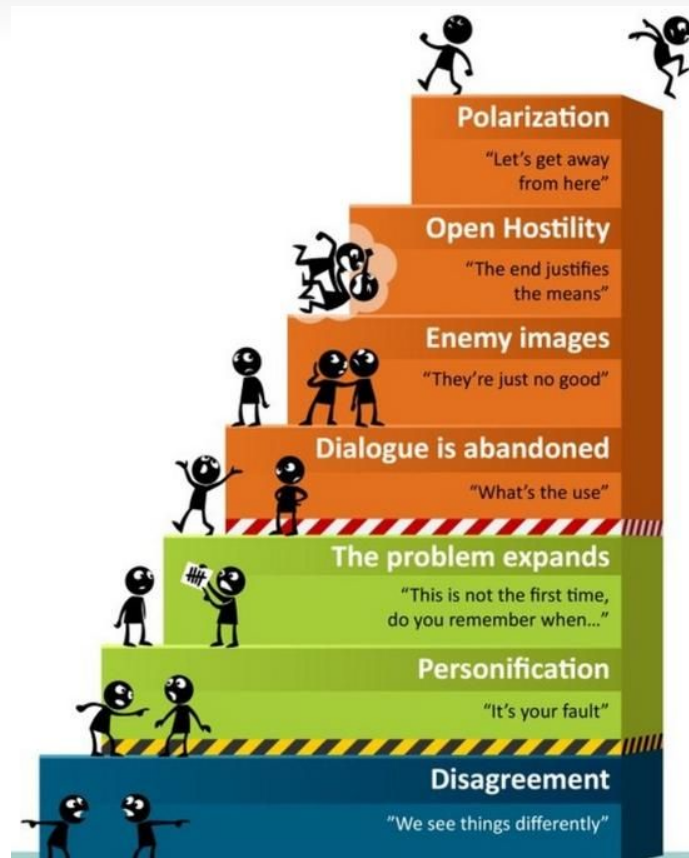
How? - Conflict Resolution



Behavioural Styles in Response to conflicts



Conflict Escalation



Ways to Resolve Conflict

1. Don't get defensive
2. Avoid blaming
3. Listen actively
4. Begin the statement with I -Not you
5. Tame your emotions
6. Show that you can compromise
7. Don't badmouth someone to others
8. Pay close attention to non verbal signs
9. Know when to apologize and forgive
10. 48 hr rule
11. Use humour
12. Understand It's temporary



8 Methods of Resolving Conflict

1. Unilateral decision



2. Persuasion



3. Hagglng/Bartering



4. Arbitration



5. Postponement



6. Problem solve



7. Total Surrender



8. Negotiation



What was the most challenging conflict you have faced in the past year?

- State the conflict/
- Identify the type: (Internal or External?)
- What was the source of the conflict?
- Identify the level of conflict.
- How did you handle in the past?
- How would you resolve it now?

**Share the above assignment in a
word document and submit to your teacher**

***“Peace is not absence of conflict,
It is the ability to handle conflict by peaceful means”***

-Ronald Reagan-