



Unit: Conflict Resolution

Skill 38: Mapping the Conflict

Activity B: Coping with Conflict

Activity Skills:

Large and small group interaction; brainstorming, listening, and discussion.

Leadership Skills:

Understand your own coping strategies concerning conflict. Identify the four coping strategies through a role playing game.

Suggested Level:

Advanced

Time:

30 minutes

Supplies needed:

- Writing paper
- Index cards

Do Ahead:

- Make at least 8 cards labeled with one of the following words
Avoidance,
Accommodation,
Collaboration,
Compromise or
Competition.
- Make appropriate number of copies of handouts

Source:

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BACKGROUND:

Conflict is part of every group. How we react to these conflicts is most important. Effective leaders:

- understand that people react differently to conflict,
- understand their own coping strategies in order to help others resolve conflict, and
- are able to look at an issue from multiple perspectives.

Effective conflict management within a group will promote a more productive people who feel welcome to communicate openly, take risks and exchange ideas.

WHAT TO DO:

Self Reflection

Conflict is a part of our everyday experiences. Identify a conflict you have experienced. Write for five minutes describing this particular conflict.

- Give each person a hand out titled, "How Do You Cope with Conflict?"
- Read the definition of each coping strategy Avoidance, Accommodation, Collaboration, Compromise, and Competition.

How do you cope with the conflicts in your life?

- **Avoidance-**You stay away from conflict. You make yourself unavailable to engage in conflict.
- **Accommodation-** You make adjustments in goals and/ or values to resolve conflict.
- **Collaboration-** You organize all parties involved in the conflict to work toward a common goal.
- **Compromise-** You are willing to settle a conflict with the agreement that all parties involved will accept less than what they originally wanted. There are some values and/or goals that you will not adapt.
- **Competition-** Your goal is to win the conflict. You will not adapt your values and/or goals.

Allow ~10min for everyone to read the handout and answer the "Self Reflection" questions.

Optional: Create small work groups or partners. Take turns answering the Self Reflection questions.

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Adapted from NUSD
Extension Leadership
Development :Managing
Conflict

<http://www.ext.nodak.edu/extension/leaddev/he500w.htm>

Notes:

Work in small groups or pairs to identify the advantages and disadvantages of each coping strategy.

Role Playing Game

Identify two actors for each round. Each actor will select a coping card with one of the four coping strategies, Avoidance, Accommodation, Collaboration, Compromise, or Competition. Read situation out loud to the entire group. Actors will play the part according to the coping strategy identified on the coping card. Allow ~2-3 minutes per round.

Everyone else watches each round and tries to identify which coping strategies are being acted out.

Scenarios

**The group can brainstorm scenarios for the role playing game.*

1. Friends are deciding where to go for dinner. Each has a restaurant in mind but can not agree.
2. Roommates have household responsibilities that are not being done.
3. Parent confronts their child about their failing grades. (Identify who will be the child and who will be the adult)
4. Two drivers are involved in a minor car accident. Both vehicles have significant damage but no one was injured.

After each round ask:

- Actors: How did you feel playing the role?
- Everyone: What might result from the dynamic of the two coping strategies?

TALK IT OVER:

Reflect:

- How do you generally cope with conflict?
- Does your reaction change depending on the situation and/or people involved?
- Which coping strategy is the most effective way to respond to conflict? Why?

Apply:

- How does effective conflict resolution positively affect a group?
- How can you use what you have learned about yourself to help others resolve conflict?
- What is a leader's role in conflict management?

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- How can you improve your ability to resolve conflict in your life?
- How can you help others resolve conflict?

BEYOND THE BOX:

Optional Homework:

- Use the “Personal Styles of Conflict” survey to help individuals identify which coping strategy they prefer.
www.placonference.org/handouts/264_Sjoberg_Joyce_083192_032906012444.doc
- Make a list of people in your life. For example: Friends, Parents, Siblings, Coworkers, Boss/Supervisor, Teacher, and Etc. Identify which coping strategy you typically use with each person. Why?
- Learn about appropriate assertiveness: When to use "I" Statement
Conflict Resolution Network <http://www.crnhq.org/windskill4.html>

Resources and Web Links:

Conflict Management Measure

http://www.easyconflictmanagement.com/wst_page4.html

Search for Common Ground. “Personal Profile of Conflict Styles, Strategies, and Tactics”

<http://www.sfcg.org/programmes/cgpartnership/profile/pprofile1.cfm>