

Chapter **7** Conflict Prevention

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- **Section 7.1 Understand Conflict**
- **Section 7.2 Deal with Conflict**

Section 7.1: Understand Conflict

- Key Concepts
 - Determine what causes conflict
 - Describe tactics that are useful in resolving conflicts
 - Recognize ways to avoid conflict

Section 7.1 Understand Conflict

Main Idea

Conflict is a disagreement or struggle between two or more people. There are several tactics to use in resolving conflict. If possible, conflict should be prevented.

Words for Thought

- “You cannot shake hands with a clenched fist.”
 - Indira Ghandi
- What does the fist symbolize?
- What does the quote mean?

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Vocabulary

Content Vocabulary

- ▶ conflict
- ▶ power
- ▶ control
- ▶ negotiate
- ▶ compromise
- ▶ mediator

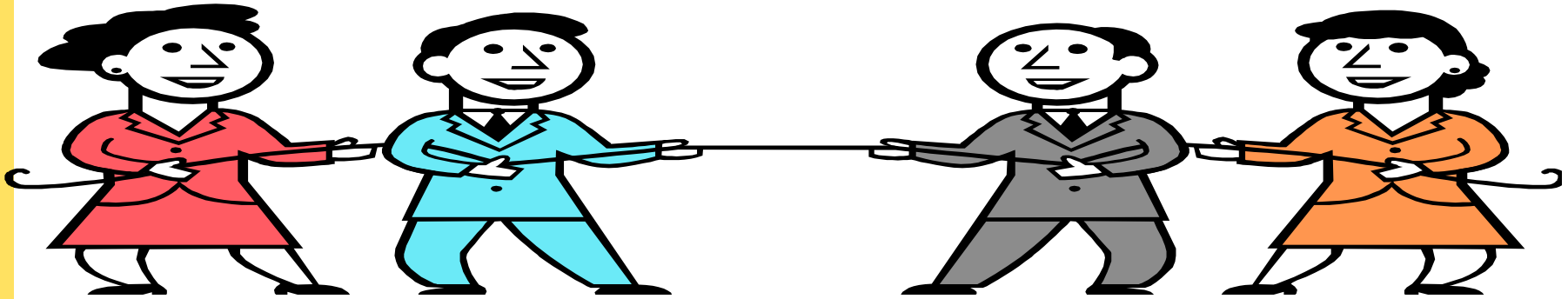
Academic Vocabulary

- ▶ tactic
- ▶ assume

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Types of Conflict

Even the strongest relationships experience **conflict**. In fact, the closer your relationship is, the more intense your conflicts can be.



Vocabulary

conflict

A disagreement or struggle between two or more people.

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Types of Conflict

Conflict can take place in any relationship, whether in the home, school, or office. Conflict occurs whenever someone tries to interfere with the actions of someone else. Since conflict happens all the time and anywhere, it is important to understand how to handle it.



Causes of Conflict

- Finish the thought...
 - I experience the most conflict in my life when...
 - Do most conflicts seem to involve those you are closest to? Or strangers?
 - Do you tend to have the same conflicts over and over with the same people?

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Types of Conflict

Situational Conflict

Sometimes conflict occurs in a functioning relationship because of a certain situation. These conflicts may be intense, but usually short-lived. Not many situations are divisive enough to destroy a strong relationship.



Types of Conflict

Personality Differences

Everybody has a distinct personality, and sometimes these come into conflict without the addition of a difficult situation. College roommates with different sleep patterns or tolerances for order and cleanliness may have personalities that simply cannot live together.

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Types of Conflict

Power Struggles

When two people are in conflict, the heart of their argument may be a power struggle. They might be more concerned with winning the argument than with the thing they are fighting over.



Vocabulary

power

The ability to influence another person or thing.

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Types of Conflict

Power Struggles

A conflict between two people might really be about **control**, just as an argument can really be about power. If a desire for control is at the center of a conflict, then both sides think that compromise or backing down will mean that they are not in control.



Vocabulary

control

The action of directing another person's behavior.

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Resolve Conflicts

Resolving conflict peacefully is an important life skill. Children typically encounter conflict for the first time in the family. Children can later be influenced by depictions of conflict in the media. They see how some people use a different **tactic** in regarding and handling conflict.

Vocabulary

tactic

A plan for attaining a particular goal.



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Resolve Conflicts

Define the Problem

Constructive conflict resolution can only start when the parties recognize what they are fighting about. This first step may seem basic, but many people in an argument cannot put their feelings into words. As a result, both sides **assume** they know what the other is thinking, even if they do not.



Vocabulary

assume

To take for granted or suppose without proof.

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Resolve Conflicts

Set Limits

Setting limits is sometimes necessary for keeping a discussion focused on the current problem. Bringing up old conflicts will only make the new ones harder to deal with.



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Resolve Conflicts

Negotiate

In order to settle conflict, it is usually necessary to negotiate. During a negotiation, people suggest possible solutions and seek points of agreement.

Negotiation can take a long time.



Vocabulary

negotiate

To deal or bargain with another person.



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Resolve Conflicts

Negotiate

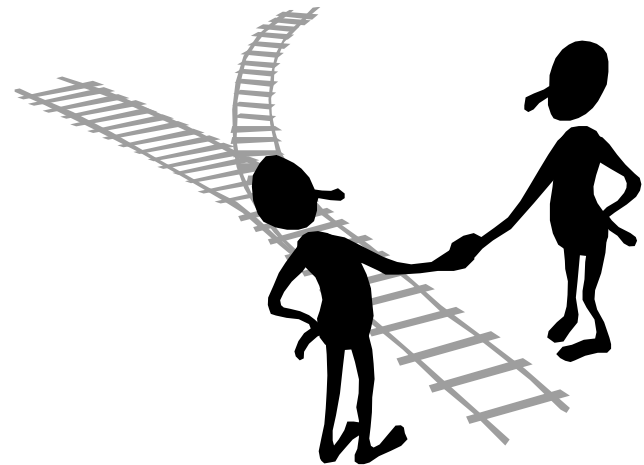
Negotiation works best when both parties are willing to **compromise**. Ideally, the process of negotiation and compromise will result in a “win-win” situation that is equally agreeable to everyone involved.



Vocabulary

compromise

A settlement of differences in which each side makes concessions or sacrifices.



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Resolve Conflicts

Get Outside Help

If the negotiation process does not seem to be getting anywhere, it may be necessary to call in a mediator. This person can be anyone from a professional therapist to a friend. The only criterion is that they cannot take sides in the conflict.



Vocabulary

mediator

A person who leads those in conflict to a solution.

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Resolve Conflicts

Follow Up

Even after the negotiation process, a conflict is not fully over. It is necessary to perform a follow up and make sure that all the points of contention were resolved.



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Avoid Conflict

You do not have to worry about a conflict that never happens. Use these techniques to stop conflict before it starts:

- Do not let others irritate you.
- Focus on the positive.
- Change the subject.
- Take a personal stand against dangerous conflict.
- Do not be intimidated or provoked into fighting.
- Walk away.

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After You Read

Review Key Concepts

Identify the three types of conflict.

Three types of conflict include: situational conflict, personality differences, and power struggles.

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After You Read

Review Key Concepts

Describe how conflicts can be resolved constructively.

People have to want to resolve the conflict. Use tactics that include: define the problem, set limits, negotiate, use a mediator if needed, and follow up.

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After You Read

Review Key Concepts

How can a conflict be avoided?

- **Do not let others irritate you.**
- **Focus on the positive.**
- **Change the subject.**
- **Take a personal stand against dangerous conflict.**
- **Do not be intimidated or provoked into fighting.**
- **Walk away.**

Causes of Conflict

- Finish the thought...
 - I experience the most conflict in my life when...
- Analyze the situation you described in terms of what you have learned. What are the reasons for the conflict? How might you use conflict-resolution skills to deal with this problem successfully?

Newspaper (Due: Nov. 10)

- 1. Find an article that has a conflict
- 2. Summarize in your own words
- 3. Identify what type of conflict it is
- 4. Did the conflict need mediation?
- 5. How could the conflict have been solved?

Section 7.2 Deal with Conflict

- Key Concepts
 - Identify interpersonal skills that are useful in dealing with conflict
 - Summarize how people can be respectful of others during conflicts
 - Explain why setting a good example is important in conflict resolution

Section 7.2 Deal with Conflict

Main Idea

One way to deal with conflict is to use interpersonal skills to resolve it. It is important to show respect for others during conflict. People set a good example when they prevent or avoid conflict.

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Vocabulary

Content Vocabulary

- ▶ clarification
- ▶ competition
- ▶ vulnerable

Academic Vocabulary

- ▶ frustration
- ▶ constructive

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Define Interpersonal

Apply Interpersonal Skills

It is not always easy to resolve conflict. When dealing with a problem, you want to have the following:

- **Good communication skills**
- **Self-control**
- **Teamwork**
- **A good time to talk**

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Apply Interpersonal Skills

Communication Skills

Conflicts cannot be settled without good communication skills:

Listen: Good listening skills are essential for understanding the other side.

Empathy: Listen with empathy. You may solve the problem faster if you can appreciate the other person's position.

Feedback: A misunderstanding can get in the way of resolving conflict. Give and accept feedback to make sure everyone understands each other.

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Apply Interpersonal Skills

Communication Skills

If you think that you are giving or receiving mixed messages in the middle of a negotiation, be sure to seek clarification. Conflicts cannot be fully resolved until all parties understand one another.



Vocabulary

clarification

To make clear; to understand or express a message clearly.

Apply Interpersonal Skills

Talk

Negotiation and compromise will not occur if both parties refuse to speak to one another. Be receptive to a discussion about your conflict.

Try to use I-messages whenever possible. A you-message can seem accusatory and might keep the other person from continuing the discussion. Focus on your own desires and feelings instead.

Snow ball

- What comes to mind when you hear the phrase “self-control”?
- How many statements relate in some way to conflict or avoiding it?
- Why do you think self-control is important in resolving conflicts?

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Apply Interpersonal Skills

Show Self-Control

Another important ingredient for resolving conflicts is self-control. Focus on keeping your emotions calm through the negotiation process so that any **frustration** you might feel does not cloud your judgment.



Vocabulary

frustration

A feeling of dissatisfaction, often accompanied by anxiety or depression, resulting from unfulfilled needs or unresolved problems.

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Apply Interpersonal Skills

Show Self-Control

The worst way to solve a problem is by a physical reaction because it leads to more conflict. Physical reactions hurt relationships, while **constructive** outlets, like doing chores or working out, channel angry energy in a way that makes it useful.



Vocabulary

constructive

Serving to improve or advance; helpful.

Letting go of Conflict

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Apply Interpersonal Skills

Use Teamwork

Even though conflict is a kind of **competition**, it takes teamwork to successfully resolve it. To end a problem, you must be able to see that both sides need to win.



Vocabulary

competition

A contest between rivals.

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Apply Interpersonal Skills

Choose the Right Time

It is important to select a good time for resolving conflict. The right time is:

- When all sides are calm.
- When all sides have free time.
- When all sides are focused on the conflict.

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Respect Others

In a normal frame of mind, most people would agree that everyone deserves respect. In an argument, however, that can be easily forgotten.

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Respect Others

Use Respectful Language

The language you use reflects the degree of respect you feel for the other person. Do not use profanity or call the other person names. Bad language only raises the emotional level of the conflict and can make it more difficult to resolve.

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Respect Others

Have a Respectful Attitude

It can be difficult to fight with someone who knows you well because they know exactly where you are **vulnerable**. To refrain from hurting someone where they are weak is a sign of respect. If you treat the other person with respect, the greater the chances are that they will do the same towards you.



Vocabulary

vulnerable

Able to be wounded.

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Set an Example

A single person can set a trend. Be that trendsetter. When you resolve a conflict, you serve as a role model for others. Work to solve problems calmly and with respect.

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- R
- E
- S
- P
- E
- C
- T

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After You Read

Review Key Concepts

List five communication skills that are especially important in resolving conflict.

Listening skills, showing empathy, getting feedback, clarifying mixed messages, using I-messages.

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After You Read

Review Key Concepts

Describe three ways to show respect for others.

Use respectful language, have a respectful attitude, work to understand the other's point of view.

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After You Read

Review Key Concepts

Explain how you can set a positive example of conflict resolution.

Answers will vary. However, students should list at least one of the following: head off conflict when possible, commit to solving conflicts constructively and nonviolently.

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