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| Suitable for Key Stage 3  R1 - Before visit resource sheet. |
| **Different types of conflict** |

* Within people (intrapersonal)
* Between people (interpersonal)
* Within groups (intragroup)
* Between groups (intergroup)

**Suggested conflict resolution strategies:**

* Both parties need to feel that they have been treated fairly.
* To make things fair, all parties have to: understand, avoid making things worse, work together, and find a solution.
* First, we must try to understand – by putting ourselves in the other person’s shoes.
* Each person must be allowed to say how they feel – without being interrupted.
* Each person must listen carefully to what the other has to say.
* Each person must be determined to work together with the others.
* All parties must take responsibility for their part of the agreement.
* All parties must be prepared to talk again if needed.

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**Approaches to conflict resolution:**

* Accommodating: The person puts their preferences last and allows the other person to further their interests.
* Avoiding: The person doesn’t engage in conflict and hopes that the problem will go away.
* Collaborating: Both parties work to get a solution that is agreed by both parties.
* Compromise: Both parties must accept that it isn’t exactly what they want but it is better than the conflict getting worse.

* Mediation: Using a third person to decide on the compromise; both parties have to agree to the third person decision.
* Confrontation: One party puts their interests above any other party. This can result in aggressive behaviours.