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Conflict Resolution (Part I)

Everyone gets into conflicts. It happens when you want something, and another person wants something else. How well can you resolve a conflict? Your attitude has a lot to do with it.

Here are four types of attitudes and how they each resolve conflicts.

Aggressive

I WIN/YOU LOSE

Never give in.

It's not enough that you win, the other person has to lose.

Passive

YOU WIN/I LOSE

Always give in.

To keep the peace, you ignore your own needs.

Passive-Aggressive

I LOSE/YOU LOSE

Usually give in, but figure out a way to sabotage the other person.

You don't really care if you win, as long as the other person loses, too.

Assertive

I WIN/YOU WIN

Compromise in order to get most of what you want.

You stand up for yourself, but you want the other person to be satisfied, too.

A. Which of these attitudes is best for resolving conflicts so that they stay resolved? Why?

B. Which of these attitudes is the hardest to deal with? Why?

C. Which attitude is the hardest one to keep if you are in a conflict? Why?

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Conflict Resolution (Part II)

Here are some typical conflicts people have. See if you can find a win/win solution for each one. Write your solution or jot down some notes on this page.

1. George has been playing a video game for ten minutes and is in the middle of a challenging level. Ashley comes in and says that she has to leave for the dentist in a half hour. She's nervous and wants to relax by playing a dance game on the game system.

2. Kelly is studying for a huge set of tests later in the week. Her little sister has the bedroom next to hers and is listening to annoying music at top volume on her stereo.

3. Morgan's daily chore is to do the dishes after dinner each night. She just learned that she has a part in the school play and will have to rehearse at night, right after dinner. Morgan's mother works hard all day and is too tired to do the dishes. Morgan really wants to be in the school play.

4. Jenesis spends the hours after school at the library because her mother works. Some older girls from Jenesis's school hang out outside the library smoking cigarettes. When Jenesis refuses to join them, they begin to tease her. Jenesis doesn't want to go to the library anymore because of them, but her mom wants her to stay there, since the library is a safe place.

5. Austin's best friend, Pete, is going through a hard time. His parents have split up, and Pete has been doing poorly in school. He was suspended twice for acting up in class. Austin wants to be there for his friend and asks his parents for permission to have Pete come to their house for a sleepover. Austin's mom is okay with the plan, but his dad refuses, saying that Pete is a bad influence.
