

6 Conflict Resolution

Creating Win-Win Situations..



OBJECTIVES :

1. Be able to explain the term 'conflict' in their own words.
2. Be able to select the correct conflict resolution strategy for a problem and justify it.
3. Be able to explain the term 'peer pressure' and its types in their own words.
4. Be able to apply the step-by-step guidelines given in the chapter to design win-win solutions to important problems in real life.

In the 1st Chapter - Identity, we learnt that every human being is unique and has different strengths. Just like we need all the five fingers to be able to fully utilize the potential of our hands, we need to recognize and develop the uniqueness in each person to be able to make progress and live happily as a society. In our day to day life, our friends, family, teachers, community, help each other to live a happy and peaceful life. Very often, we get so busy that we do not notice the small things others do for us all the time.

Small things like -



Your Mother wakes you in the morning so you come to school on time.



The birds chirping on your way to school make you feel happy.



Your friend shares her favourite chocolate with you.



Your teacher appreciates your homework.

LETS PLAY A GAME



All students should close their eyes. Everybody says as many 'Thank you' statements as they can to express gratitude for all the small things that have made each one happy today. You have to continue doing so for one minute.

However, sometimes we all find ourselves in situations where we disagree with somebody or something. When things do not happen the way we want them to, we get upset, argue, insult others, abuse or fight. Such situations in life are called conflicts.

When does a conflict occur?

A conflict is a situation when one person or group of persons want to do something different than what the other person or group of persons want to do. But at that given part of time, only one person or group of persons wants can be satisfied.



Encourage the students to think of as many people and things that have made them happy today. Keep a count of 1 minute. Discuss if this activity made them feel happy? Why? Feel free to play this game frequently throughout the year.



Discuss all the situations. Explain that - Case 2 and 4 are conflicts : Study or play both cannot happen at the same time. Buying a motorbike and not buying a motorbike cannot occur at the same time. Case 1 and 3 are not conflicts. These are difference of opinions and both can continue having their different opinions without any problem.

1. Identify a conflict !

Following are some everyday situations. Which of the following are conflicts? Answer it in 'Yes' or 'No'.

1. You liked the song of a latest movie and your friend did not like it.
2. Your mother wants you to study before dinner and you want to play.
3. You like to play cricket and your friend likes football.
4. You want to own a motorbike but your parents are not ready to buy it for you till you finish college.

Identify which relation would never have a conflict.



Parents and child



Mother and Father



Brother and Sister



Boss and Employee



Two strangers

Discuss each pair of relations given.

Ask which of them would never have conflicts and why ? Discuss the answers and identify the reasons of conflicts.

Explain how conflict and difference of opinion are two different things.



Two friends



Teacher and Student

POINTS TO PONDER

Conflicts are bound to happen in all relationships.

BUT Almost all conflicts can be resolved if the right approach is used to resolve them.

LET US LEARN

2. Different approaches to resolve a conflict

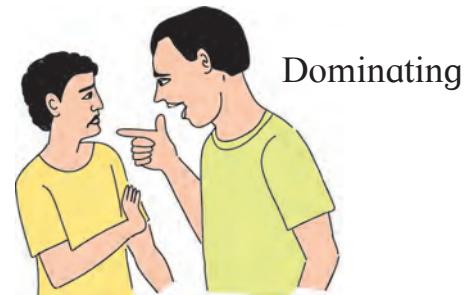
Given below is a conflict situation between you and your brother and different approaches to resolve it. Let us look at each one of them.

Situation :

Your parents have bought a new cycle. They have asked you to share it with your younger brother. Both of you want the cycle only for yourself. What do you do ?



Ignoring



Dominating

1. You ignore the problem, you just take the cycle whenever you need. Sometimes you don't get it when you want.



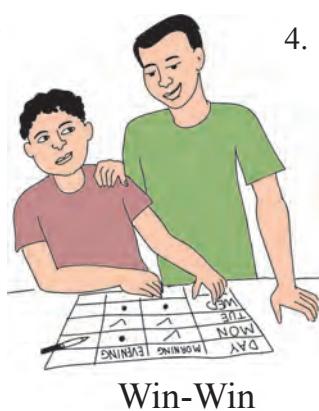
Giving Up

2. You go and fight with your younger brother and tell him that only you would be using the cycle.



Compromise

3. You let go of your right over the bicycle and let your brother use it.
4. You and your brother get together and chalk out a timetable for using the bicycle taking into consideration the needs of both.



Win-Win

4. You both mutually decide not to use it until problem is resolved.

Discuss :

Which of the above approaches would be the best to resolve a conflict ? Why ? Will that approach work always ?

3. Which approach works the best ?

Given below is a guideline about using different approaches of conflict resolution in different situations.

Approach	When to use it	Example
1. Ignoring	<ul style="list-style-type: none">● Trivial issues● Problem has occurred only once or twice.	Your younger brother wears your watch to school sometimes.
2. Dominating	<ul style="list-style-type: none">● For urgent issues● Emergencies which cannot wait.	You and your friend have lost your way in the forest / trek and need to get back before dark. He wants to try a new route but you know the correct route.
3. Giving up	Giving up will not cause much harm to you but the other person would benefit a lot.	There is just one seat left in the bus and you and an elderly person want to use it.
4. Compromise	A temporary solution is needed.	You and your sister want to watch different programs on the TV at the same time.
5. Win-Win	Important issues, when you have time to understand others' views.	Your mother does not like one of your best friends and wants you to keep away.

These are just guidelines for the best fit approach. They can vary from person to person and situation to situation.

POINTS TO PONDER

- While win-win is the best approach for resolving conflicts concerning long term important decisions, it is a little difficult to implement it every time.
- A Win-Win approach needs- An agreement between two or more people having opposite views. No hard feelings about the other person/people. Willingness to listen to the other's point of view. A genuine desire to find a positive solution for everybody involved.

LETS THINK ABOUT THIS

Which approach would you use ?

Write in your notebook

1. There has been an accident in your house.

You happen to be the eldest person present in your house at that time. The patient needs to be shifted to a hospital immediately. You suggest to take the patient to the nearest hospital, but your brother insists that you take the patient to a hospital that is better equipped but distant.



2. You want to go to the nearest city for higher studies.

The course you want is not available in your village.

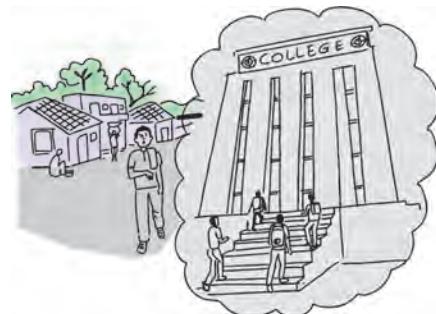
Your parents oppose it since they are concerned about your safety.



Make groups of students. Give each group one of the situations given below.

The group discusses and decides which approach they would use and why ?

After ten minutes let one person from each group present their approach.



3. You want to watch a particular movie with your friends.

But your friends want you to join them for watching another movie.



4. You want to go out with your friends for a trip.

But your parents feel that the trip will be a waste of money.



5. You want to join your cousin for a one day picnic.

But your grandmother is alone at home and needs you to be by her side.

APPROACHES :

1. Ignoring
2. Dominating
3. Giving up
4. Compromise
5. Win-Win

LET'S HAVE SOME FUN

- Ask the physically strongest student to clench his / her fist.
- Other students should take turns to get the first student open his fist.
- Take care that Nobody should be harmed physically.
- Try and use the Win-Win approach.

4. Important things to remember while resolving a conflict

A. Understanding others' point of view

Who is Wrong ?

Look at the following pictures and discuss which one of the two sides is wrong.

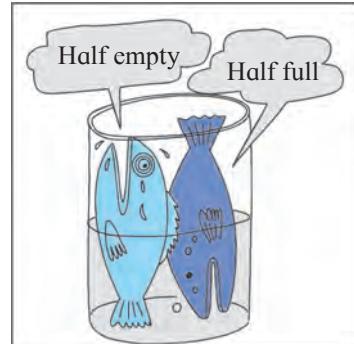


Discuss each case in the class.

Ask the students to decide who is correct and who is wrong and why?



Is this a pretty young woman or an old woman with a big nose?



POINTS TO PONDER

Point of view is a particular attitude or way of looking at things.

It shows us the position from which something or someone is observed.

Understanding others point of view helps us understand how / why they feel a certain way.

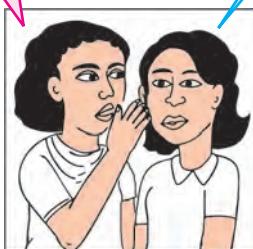
This develops a positive attitude.

B. Avoid Misunderstanding

Lets do a role play. Namita, Tina and Rakhi are classmates.

Hey Tina, have you heard about the new girl in our class, Rakhi ?

No, What about her ?



Everybody says that she is a big liar. She borrows things from people and then makes an excuse about how she accidentally lost them. She makes up stories.



Really, I will stay away from her.

Namita leaves and Rakhi walks in.

Hey Tina, how are you ? I was wondering if I can borrow your Math book for notes, I hope you won't mind.

No, I won't give you my book. And I am not your friend.

Don't be so rude Tina, I was ill yesterday. Hence I need your book



Liar ! I am sure you must have been bunking classes and enjoying.

What has happened to you Tina ?? I was really ill! I will return your book tomorrow for sure.

I lost Raghav's pen accidentally Tina ! Anyways what has that got to do here ?



I know ! Like you returned Raghav's pen.



Discuss :

Why did Tina behave rudely ?

Did Tina have any proof to believe what Namita told her ?

If the misunderstanding between Tina and Rakhi continues will their conflict end ?

Rakhi cries and leaves.

I don't want to lend my book to a liar and thief ! Forget it !



Choose three students to play the roles given in the play.

Students to enact the play in front of the class.

The Class to observe the role play carefully.

C. Avoid making judgments

What do you think happened ?



1. You see a man climbing the fence of a house at night.



2. You see a child putting his hand inside a drawer. He has money in his hands. There is nobody else in the room.



3. You see that there has been an accident and a man on a bike is speeding away from the scene .

Read the statements given. Encourage the students to give their immediate reaction to each statement.



4. A man has a nail pricked inside his back. Another man is holding the nail.

Here is what really happened :

1. The man forgot to take his keys while going out and has returned very late at night. He does not want to ring the bell and disturb his family, so he climbs the fence.
2. The child is putting back the money that his mother gave him.
3. The man on the motorbike is rushing to get help from the nearest police station.
4. The man holding the nail is actually trying to get it out of the other person's body.

Discuss :
Did the answers surprise the students?
Were the students being judgmental initially ? Do they do this often ?

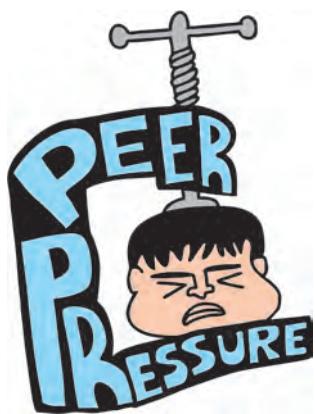
POINTS TO PONDER

Being judgmental means rushing to form opinions or labelling something as good / bad without giving it sufficient thought. This generally happens when we judge something based on our previous experience without considering facts of the current situation.

Every person has prior experiences due to which he / she thinks in certain ways. You need to understand these experiences carefully.

Thus, to resolve conflicts successfully, always remember - Understand others' point of view, avoid misunderstandings, avoid making judgments.

5. Peer pressure - A common cause of conflict in teenage.



Who are peers ?

Peers are people from ones' own age group. They could be classmates, friends, cousins, students from same age group belonging to other colleges, cities, countries etc.

What is Peer Pressure ?

Man is a social animal and thus it is natural need to belong or fit into a group. Humans tend to feel insecure if they are left out from the group. The pressure that a person feels to belong to a similar age group is called Peer pressure.

What causes Peer Pressure in Teenagers ?

All teenagers go through many physical as well as emotional changes. During this period, friends/classmates (peers) have a huge influence in their life. Teenagers face a lot of pressure to fit into or belong to their group of friends / classmates. They feel insecure if they are left out and would do anything to be accepted by their group whether or not they like it. This often leads to situations of conflicts.

Peer pressure can be both positive and negative.

Positive peer pressure :
To work hard, study more; be honest can be good for the development of a person.

Negative peer pressure :
Can lead to risky and irresponsible behaviour that can sometimes cause a big damage in life of teenagers

Types of Negative peer pressure in teenage

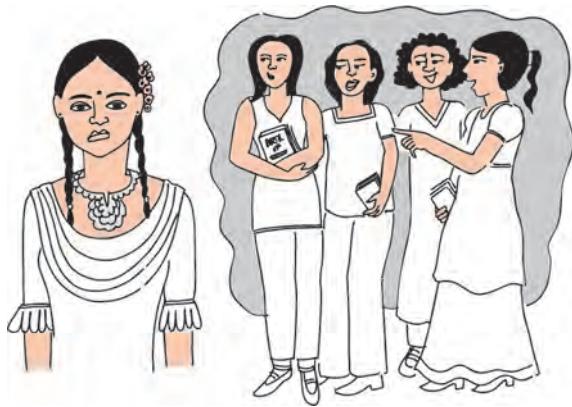
I. Pressure of rejection

Friends threaten to leave you out of the group or end their relation with you if you do not agree to something.

e.g. If you do not smoke, you would not be accepted in a certain group.

Encourage the students to think of more examples from their life where they feel direct or indirect peer pressure.

Ask each one to write down an example of each of the 4 types of peer pressure experienced by them in their notebook.



II. Pressure of insult :

Friends call you names, tease or humiliate you if you do not follow something.

e.g. If you do not wear a certain type of dress, you might be teased by your peers.

III. Pressure of reasoning :

Friends try to convince you about doing something. You do not want to do it but you are unable to defend your opinion.

e.g. Your friends try to convince you that telling lies once in a while doesn't lead to any harm and you cannot defend your stand.



IV. Pressure of example :

All your friends do something and you feel the pressure of wanting to do the same thing even if nobody asks you to.

e.g. Everybody in your group speaks English. Nobody asks you to do it, but you feel the pressure to speak English and lose your confidence. It can be seen from the above examples that we feel the pressure to do things we may not want to just because of our peers. This is called 'Peer Pressure'.

6. Step- by- step method for resolving a conflict

- Meenakshi wants to move to a nearby city for her higher education since there are better colleges in the city for the course of her choice.
- However her parents oppose the idea since they feel it is unsafe for her.
- What should Meenakshi do?

Step 1 : Stop and think

Relax ! Do not enter into an heated argument.

No solution arises when you are angry.

Any conflict resolution can take place only when you can think clearly. Meenakshi tells her parents about the advantages of moving to the city for studies in details. In spite of this, her parents do not change their mind. But Meenakshi does not enter into a heated argument with her parents. She takes her time to think over the conflict.

Step 2 : Put it in words

Write down the conflict in clear words. You can use the following sentence -

The conflict is whether

Or Meenakshi writes down the conflict as under -

The conflict is whether I should go to the city to study further

OR I should stay back in the village.

Step 3 : Listen to others

Try and understand both sides of the argument without being judgmental about who is right and wrong. Meenakshi calmly listens to her parents' side. She tries to understand what are their concerns and the reasons for it.

Step 4 : Identify each ones needs

Sometimes there is a reason behind a person saying something. Their need is something else. Understand the reason/need of the other person instead of the words.

You can write -

I need

They need Meenakshi writes down the following -

I need better educational opportunities. My parents need my safety.

Useful Tips - To understand the other person's need, keep on asking the question WHY Why does the other person want a certain thing to happen? For e.g. Why are Meenakshi's parents not allowing her to go to the city?

Step 5 : Find solutions

Think about a practical way in which the need of both sides could be satisfied. Meenakshi thinks about how could both her and her parents needs can be fulfilled at the same time.

Solution : Can Meenakshi do something so that she can go to the nearest city for education and her parents will also feel confident that she will be safe?

Step 6 : Prove your point

Support your solution with data, facts, figures, expert opinions, other case studies. Meenakshi asks her relatives in the city to talk to her parents. She makes her parents meet students who have previously gone to the city to study the course and have had better career opportunities. She finds out more about safe hostels/rooms in the city. She assures them that she can take care of herself.

Let us apply what we learnt !

POINTS TO PONDER

Your best friend has recently started smoking. You want to ask him to stop it for his own health. However you are afraid he might start avoiding you and you might lose a friend.

You have been invited to attend a dear friend's birthday party. Your friend insists that you come. But you have an important exam the next day for which you know you need to study.

Your friends have challenged you for a cycle race on the highway. When you refuse, they will call you a coward. What will you do?

There is a new girl in the class. Your friends ask you to join them in teasing her. You don't want to do it. What will you do?



Divide the class into groups. Each group is given one of the situations given here. They should use the step by step method to resolve the conflicts in their notebook. Give them ten minutes to discuss. Each group performs a small skit. They can also think of their own examples.

You like sports and you want to make a career in sports. But your parents want you to take up Science after 10th since they believe there is no money in sports.

- While resolving a conflict, if you realize that you were wrong, be prompt and say “SORRY”.
- If the other person agrees to what you say then be prompt to say “THANK YOU”.
- Saying “Sorry” “and” “Thank you” whenever required are good manners and will always help you develop your personality.
- Just as there can be situations of conflict between two or more people, there can also be situations when there is a conflict within the person. These are called “Internal Conflicts”. e.g. Being honest can be a very important value for you. However, in a certain situation you might not find the courage to speak the truth. In such a situation, there will be an internal conflict and you will have to learn to face such situations.

ASSESSMENT RUBRICS

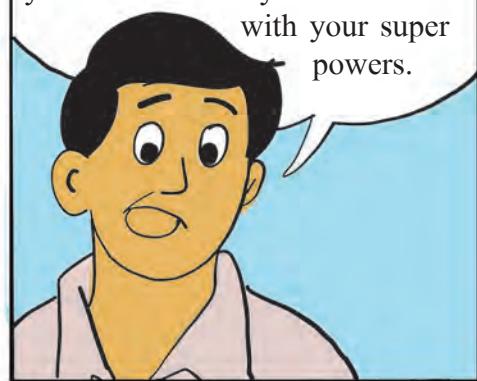
Weightage : 10%				
Criteria	Very Good	Satisfactory	Not - Satisfactory	Marks obtained
Participation in activities	Enthusiastically completed all the activities in the classroom and also made necessary notes in notebook.	Completed all activities.	Copied notes from others.	
Used all the steps of conflict resolution given in the book	Thought deeply about each step and made notes in notebook to solve conflicts with the win – win method.	Did not follow some steps and could not properly explain the solutions found.	Could not find any solutions.	

Dhairyadhar,
did you ever
struggle with
trigonometry?

Trigonometry ? Hmm..
I don't remember.. It
has been a long long
time since I did any
Mathematics you see.



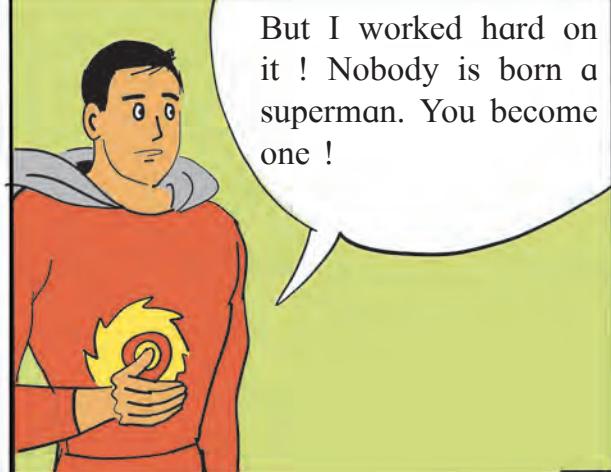
Well... I feel like a total
failure... I am just not made
for Maths. You have to be born
intelligent to do Maths well...
you know... like you were born
with your super
powers.



Oh wait no, no ! I had so many bad days buddy..
Crash landing... failing to take off, sometimes my
cape got stuck.... I felt like a total failure too !



But I worked hard on
it ! Nobody is born a
superman. You become
one !



Would you like to know what
the latest brain research says
about it ?

