

Workplace Readiness Skill

Interpersonal Skills

Activity Sheet

Skill 7

Conflict Resolution

Conflict and problems at work are natural and can happen when talking with a coworker, a boss, or a customer. Conflict can make us feel discouraged or upset, making the skill to resolve conflict a necessary one. Being able to resolve conflicts at work leads to increased problem-solving skills, productivity, communication, and independence.

Description of Conflict Resolution

Being able to resolve conflicts means you can negotiate agreeable solutions to personal and workplace issues.

Examples of conflict resolution:

- You work out a computer schedule with your sibling to ensure that each of you is able to get work done instead of fighting over who gets on the computer.
- You and a coworker calmly talk and compromise on how to get a project done when you disagree on how it should be done.

Menu of Activities

These activities are designed to help families discuss and practice conflict resolution. Choose one or more activities to complete with your child.

Activity 1: Discussion on Conflict Resolution

1. Watch this video [Conflict Resolution](https://youtu.be/EABFiICZJy8) (youtu.be/EABFiICZJy8) with your child.
 2. Discuss the different techniques in the video for conflict resolution.
 - a) Stop and recognize what you are feeling.
 - b) Take a deep breath and count backwards from 10 if feeling really angry.
 - c) Tell the other person how you feel and what you want in a calm, respectful way.
 - d) Listen and let the other person tell you how they are feeling and what they want.
 - e) Find a compromise or solution that you both feel good about.
 - f) If that doesn't work, ask someone to help mediate the conflict.
 3. Brainstorm with your child different conflicts that could happen at work and use the strategies from the video to solve the conflict.
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For example:

A coworker eats your lunch, a coworker talks on their phone too loudly, or a coworker is always interrupting you when you are trying to talk.

Activity 2: Resolving a Real Conflict

1. As a family, think of a conflict that has happened or is happening at home (an example might be sharing the bathroom and needing to use it when someone else is). Write this conflict on a piece of paper.

2. Work together to figure out how to resolve the conflict by following the steps:

Step 1: Talk about the feelings your child feels when they think about the conflict (i.e. frustration, anger, sadness, or annoyance).

Step 2: Have your child listen to how others feel about the problem and what they need or want.

Step 3: Think of as many solutions as possible. At this point, any idea is worth writing down.

Step 4: Go through each of the options with your child to decide what would happen if your child picks that idea to resolve the conflict.

For example:

Your child might decide to do nothing about the conflict. Ask “what happens if you do nothing?” and talk about the emotion they expressed at the beginning. Talk about how if you decide to do nothing, that emotion may not go away, and also could get worse.

Step 5: Ask your child which option seems like it would best resolve the conflict or make the problem go away.

Activity 3: Keeping Calm During Conflict

Conflict cannot be resolved peacefully if we cannot manage our emotions. Use this activity to help develop strategies to help your child stay calm.

1. Start by having a discussion on how we might feel when something doesn't go our way (when we have a conflict). You can do this by talking, drawing pictures, or acting it out safely.

2. Together, make a list of things that can help people calm down.

For example:

Common ideas are taking deep breaths, going for short walks, talking with someone, having a squeeze object like a pillow or stress ball, and using apps like *Serenity* – iOS (bit.ly/serenity_ios); Android (bit.ly/serenity_android).

3. Pick one or two items that you want to use.

4. Together, pretend you are upset and practice using the calm down technique.
5. The next time your child is upset, see if they use the strategy independently. If not, that is okay! Just remind them of the strategies they practiced.

Reflection

Review the questions with your child and respond together after completing the activities.

- Did this information help your family better understand conflict resolution?
- What was easy or hard about learning and practicing this skill?
- Why is this skill important to use at home and at work?
- How do we continue to practice this skill in the home and in the community?
- What additional information or resources do I need to continue to practice this skill with my child?