

[illegible]





What is conflict?

*Conflict
is a disagreement
where there is tension*

Oh, please
please
give it
back.



You know
about what
happened
before..
Well..
actually
just forget
it.

I wanted to ask
you... Oh,
don't worry – it
doesn't matter.

OK – let's
sit down
and talk
about it.



I'm really
upset that
you took
it without
asking
first.

I can
understand
why you're
annoyed but
we can find a
solution

You're just
an idiot!



Oi! I want a
word with
you now

If you don't give it
back, I'm going to
beat you up.



Parent-Adolescent Conflict

- Much of the conflict involves the everyday events of family life
- The conflicts rarely involve major dilemmas such as drugs or delinquency
- Conflict with parents often escalates during early adolescence, remains somewhat stable during the high school years, and then lessens as adolescence ends

Top 10 causes of tension between parents & teenagers.

1. State of bedroom
2. Clothes you have and want to wear
3. Volume of the music you listen to
4. The people you choose as your friends
5. Household chores and failure to do them.
6. Time you come home
7. Amount of time you spend watching TV
8. Language you use and the way you speak.
9. Amount of time on the phone or ipad.
10. How much homework you do.

Ways to handle / deal with conflict?



Withdrawing Turtle

Generally tries to avoid arguments and conflicts, avoiding people that seem 'difficult' or situations that might be upsetting. Rarely thinks things are important enough to argue or fight over.



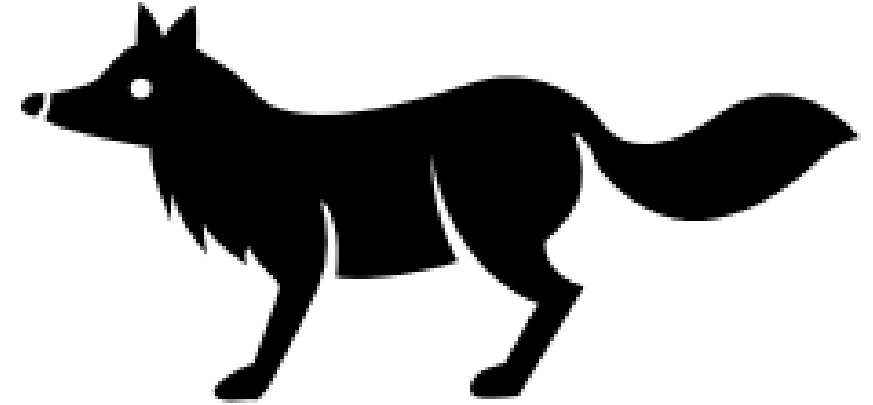
Smoothing (Teddy Bear)

Believes that saying something nice and positive will calm people down and win them over. Speaking gently, acting kindly will stop people from being angry.



Collaborating Owl

When in a conflict, likes to get all the issues out into the open so that a frank discussion can take place. Honesty is the most important thing in a disagreement even if feelings are hurt.



Compromising Fox

Generally focuses on finding a solution, looking for ways to share and compromise. Arguments are OK as long as both people get the chance to put their point across and both get something out of it, even if they also have to sacrifice certain things.

Are we just one
of these?

Surely no-one wants to
be the Forcing Shark!



Forcing Shark

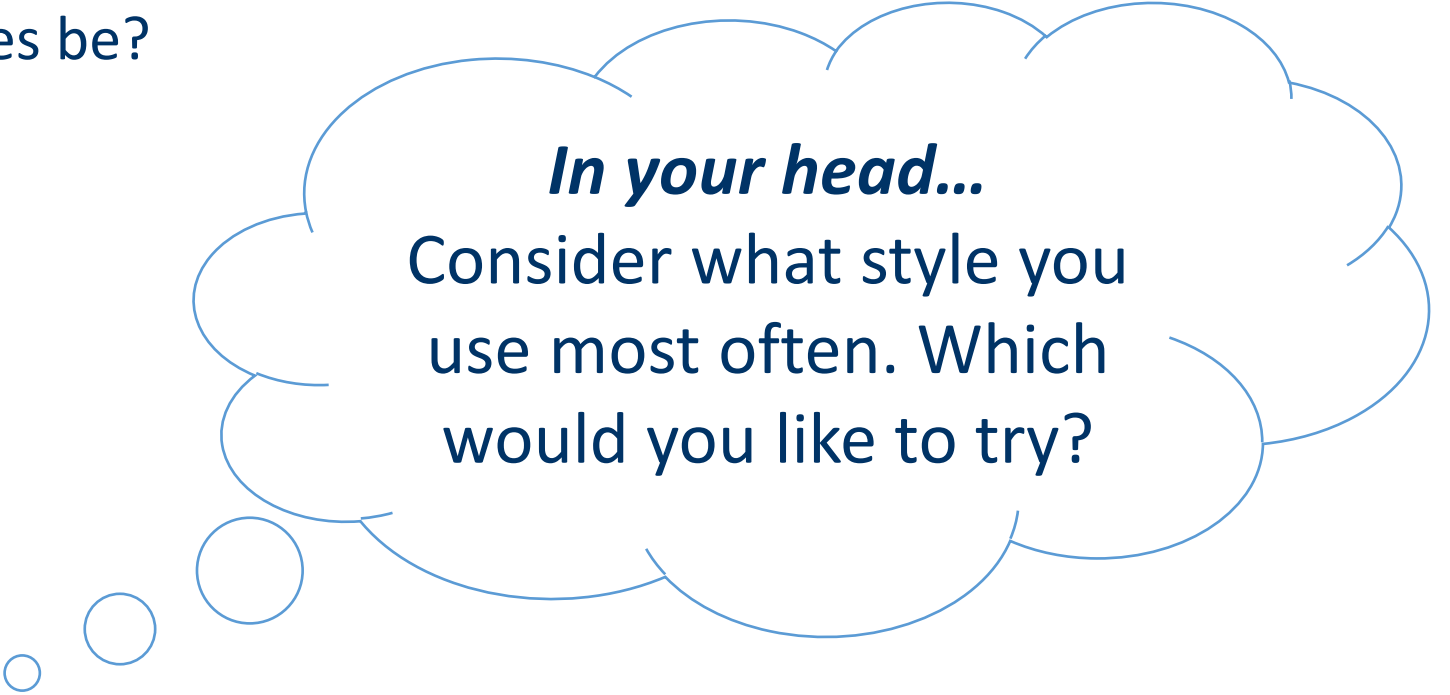
Generally thinks it's best to put their
foot down and insist on getting their
own way. Believes they should carry
on arguing until they win.

Which animal style?

- For each scenario, stand by an animal style that the person might use.
- What could be the benefits of responding in this way?
- What could the disadvantages be?

In your head...

Consider what style you
use most often. Which
would you like to try?



Jo is trying to get their 3-year-old nephew to cross the road safely – the child is resisting and objecting

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WHICH STYLE WOULD
GET THE BOY ACROSS
THE ROAD QUICKLY?

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A teacher gives Alex a detention for talking but it was the person next to them.

Act out Alex's response as the following animal..

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Which animals would:

1. resolve conflict?

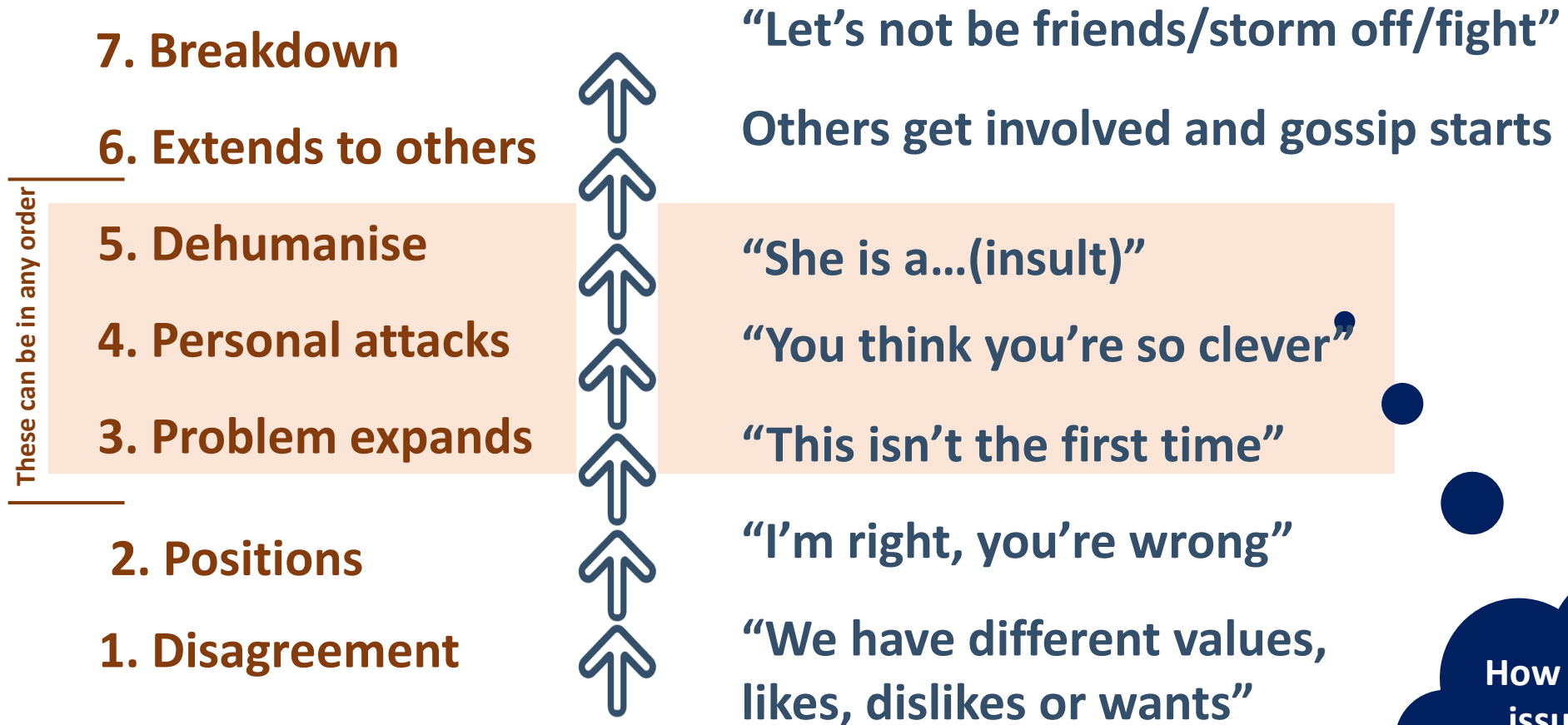
2. generate more conflict?

- Zaid overhears people in the dinner queue saying nasty things about a friend of theirs.
- Sam lent a friend a fiver while they were in town. Now they're delaying paying Sam back.

Don't get on the conflict escalator



The stages of conflict



How does a small issue suddenly become so large and emotional?

The messy room

Two volunteers to read through the script on the next slide once.

Read again and those listening “pause” the reading if the conflict has risen up the escalator

***Harder...** Say which stage it is!*

***Important:** the stages don't happen in order usually*

Mum: (Calls upstairs) Sam! I've got people coming round in half an hour and the front room's such a mess!

Sam: Why don't you ask Cal?

Mum: There's socks and crisp packets and coke bottles – come and clear it up now!

Sam: I'm busy. Leave me alone.

Mum: (Shouting) You and Cal were both down here last night – I'm fed up with always tidying up after you.

Sam: Well you don't HAVE to tidy it up. I don't know what the big deal is and why you have to have everything perfect all the time. There's nothing much. I've got loads of homework to do!

Mum: Ha,work! If that's what you call playing on your laptop all night. You can't carry on being so lazy all the time Sam! You're living like a pig!

Sam: (Shouting) I'm living like a pig? Even Cal says you only care about yourself and your precious house, you don't care about me! You're a selfish pig!

Mum: How dare you talk to me like that - you're grounded, and no phone for the rest of the day!

Sam: Not that again! Get lost. (Slams door)

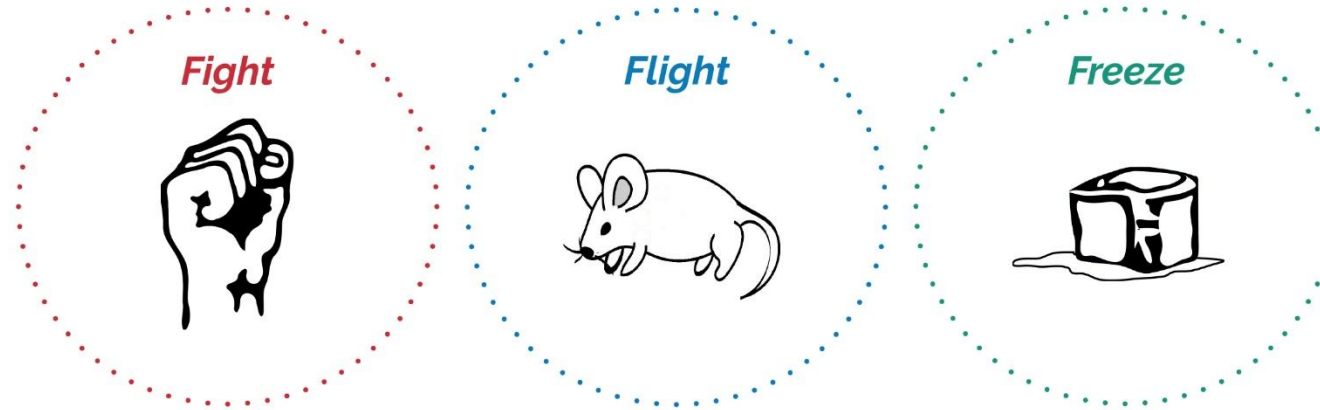
Conflict escalator worksheet

1. Give examples of what happened that meant the conflict went up a level
2. For each one, say which stage it is
3. When did the characters 'flip their lids'?
4. What could they have done to calm things down?

The conflict escalator



Feelings & needs



Primary emotion if needs under threat: Anger and Fear

Primary emotions if needs not threatened: Calm, feeling safe, content

Secondary emotions that emerge once anger and fear subside:

embarrassment shyness sadness upset confusion
disgust shock nervousness guilt despair loneliness
jealousy shame grief frazzled anxiety
weariness depression annoyance distress

Feelings & needs



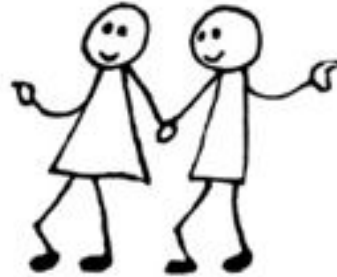
*What do humans need in
order to survive?*



*What do humans
need in order to
thrive?*

To survive:

**Air Water Food Rest Exercise Shelter
Safety/Security**



**Love, friendship, to
be cared for, to care
for others**



**Fun, play, interests,
variety, learning,
creativity**

To thrive:



**Respect, empathy,
recognition,
appreciation**



**Clarity, reassurance,
belonging**



**Support,
co-operation,
tolerance**



**Some control,
to contribute, choice**