

# Conflict Resolution



## What is Conflict Resolution?

It's the ability to calmly solve disagreements by listening, understanding different views, and finding a solution that works for everyone.

Conflict Resolution  
High School



Research the conflict theories bellow, then match each conflict type with its definition:

Social Identity Theory

(A) Proposes that one's approach to conflict depends on concern for self vs. others

Realistic Conflict Theory

(B) Suggests that competition over scarce resources drives intergroup conflict

Dual Concern Model

(C) Explains how group membership influences perception and behavior in conflicts

Attribution Theory

(D) Examines strategic decision-making when outcomes depend on others' choices

Game Theory

(E) Explains how people's interpretations of others' motivations shape conflict dynamics

Which type of conflict theory do you seem to gravitates towards? Why do you think this?

---

---

---

---

# Conflict Style & Orientation



The Dual Concern Model suggests our approach to conflict depends on our concern for our own needs versus others' needs. Reflect on your tendencies:

1 = Rarely

10= Very Often

Area	Rating
Assertiveness (concern for your own needs)	
Cooperativeness (concern for others' needs)	

Based on your ratings, which quadrant reflects **your** typical approach?

- ☐ **Competing** (high assertiveness, low cooperativeness)
- ☐ **Accommodating** (low assertiveness, high cooperativeness)
- ☐ **Avoiding** (low assertiveness, low cooperativeness)
- ☐ **Collaborating** (high assertiveness, high cooperativeness)
- ☐ **Compromising** (moderate assertiveness, moderate cooperativeness)



People hold different beliefs about conflict that influence how they approach it. Rate your agreement with each statement (1-5):


1 = Strongly Disagree

5= Strongly Agree


Area	Rating
Conflicts are inherently destructive to relationships	
Conflicts provide opportunities for growth and positive change	
The goal of conflict resolution should be to reach consensus	
Expressing emotions during conflict usually makes things worse	
Cultural differences significantly impact how conflict should be handled	
Power imbalances must be addressed for fair conflict resolution	
Most conflicts stem from misunderstandings rather than genuine differences	

Based on your ratings, how would you describe your overall orientation toward conflict?

# Advance Communication in Conflicts

 Analyze the effectiveness of these conflict communications:

Statement	Communication Issue	More Effective Alternative
"You never consider anyone else's perspective."		
"I'm sorry you feel that way."		
"This wouldn't be a problem if you had just followed the directions."		
"Let's try to be rational about this."		
"Fine, whatever you want."		

 For each row, write what's different about how people act or think in a debate vs. a dialogue:

What to Compare	In a Debate (Trying to Win)	In a Dialogue (Trying to Understand)
What's the main goal?	e.g. Prove you're right	e.g. Learn and understand each other
How do people listen?		
Why do people speak?		
How do they see differences?		
What outcome are they aiming for?		

Describe a conflict where shifting from debate to dialogue might help:


---

---

---

---

# Conflict Resolution Strategies

 Research the intervention plans bellow, then match each of them with its definition:

Facilitation

Mediation

Arbitration

Restorative Justice

Conflict Coaching

(A) One-on-one support to develop conflict management skills and strategies


(B) Neutral third party makes binding decisions after hearing all sides

(C) Focuses on repairing harm and rebuilding relationships through dialogue

(D) Process-focused assistance that helps parties communicate effectively

(E) Neutral third party helps parties reach their own agreement

# Digital & Social Media Conflicts

 Online environments present unique conflict challenges. Analyze these dimensions:

Aspects of digital communication that escalate conflicts:

---

---

---

Ways social media platforms design may intensify polarization:

---

---

---

Strategies for de-escalating online conflicts:

---

---

---

# Personal Development & Application



Based on this worksheet, evaluate your conflict resolution strengths and areas for growth:

My conflict resolution strengths:

---

---

Areas where I want to develop greater competency:

---

---

How improving these skills might benefit my: Academic/career path:

---

---



Create a specific plan to enhance your conflict resolution effectiveness:

Specific skill or approach I want to develop:

---

Why this matters to me:

---

---

How I'll practice this skill:

---

---

Resources I'll use (people, books, courses, etc.):

---

---

How I'll measure my progress:

---

---