

Student Learning Plan

Unit 3: Foundations for Success

Conflict Resolution Techniques [Just Two Days]

[U3C5L2]



Why this is important:

The success or failure of any conflict resolution depends on the attitudes and behaviors of the people involved in the conflict. Those skills, which promote positive, non-violent, conflict resolution, are:

Awareness of others

Awareness of the distinctions between self and others

Listening skills

Compromise

Ability to express one's own thoughts and feelings

Ability to respond to the feelings of others

In this Learning Plan you will practice using these skills to resolve conflicts peacefully.



What you will learn to do:

(Competency)

Apply conflict resolution techniques

Linked Core Ability

D. Do your share as a good citizen in your school, community, country, and the world



How you will know when you are succeeding:

You will demonstrate your knowledge and skill:

- by applying the conflict resolution techniques to a conflict situation in your life

Your performance will be successful when:

- you identify a conflict in your life that needs resolution
- you draft ground rules for conflict resolution
- you identify at least three possible options for solving the problem
- you identify positive and negative consequences for each option
- you determine if more information is needed
- you determine a course of action to resolve the conflict
- you determine the Winning Colors® needed to follow through effectively
- you write a short summary about how applying these conflict resolution techniques might help you to resolve the conflict more effectively



Knowledge and skills you will learn along the way:

(Learning Objectives)

- a. Apply awareness of differences in behavior preferences (Winning Colors®) to conflict situations and resolution
- b. Evaluate the steps to managing conflict

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- c. Assess personal conflict management skills
- d. Recognize different hot buttons and the behavior style they indicate
- e. Evaluate the pros and cons of alternatives to determine potential solutions to conflict
- f. Define key words: apologize, compromise, mediation, negotiation, resolution



Learning Activities:

These learning activities are designed to help you learn the target skills and knowledge for this lesson. Your instructor may assign additional or alternative learning activities.

- ____ 1. VIEW Video 1: Winning Colors®. DETERMINE your dominant colors. PARTNER with someone of a different dominant Winning Color® and identify ways that your colors tend to deal with conflict. CREATE a Tree Map comparing the ways that you and your partner tend to deal with conflict. [Work with a partner]
- ____ 2. [SELF-PACED OPTION] COMPLETE Exercise 1: Determine Your Winning Colors. CREATE a Circle Map describing the ways that you tend to deal with conflict. CONSIDER how other Winning Colors might deal with conflict differently than you.
- ____ 3. LISTEN TO and OBSERVE a briefing about conflict resolution. LEARN MORE OR REVIEW by reading Section 2: Conflict Resolution in Chapter 5 of your text. ANSWER the review questions at the end of the section. VIEW Video 2: Hot Buttons. COMPLETE Exercise 2: Hot Buttons [Work with a partner]
- ____ 4. [SELF-PACED OPTION] CARRY OUT Learning Activity 3 independently.
- ____ 5. WORK THROUGH one or more student scenarios from “Just 2 Days® “. DISCUSS the consequences of decisions made by each character. [Work in teams of 3-6 cadets]
- ____ 6. [SELF-PACED OPTION] CREATE a T-Chart with different approaches to resolving conflicts peacefully. Label the left side “Conflict” and the right side “Response”.
- ____ 7. WORK THROUGH one or more of the remaining student scenarios from “Just 2 Days®.” COMPLETE Exercise 3: The Decision Making Process for the decisions made in each scenario. [Work in teams of 3-6 cadets]
- ____ 8. [SELF-PACED OPTION] COMPLETE Exercise 3: The Decision Making Process for a hypothetical conflict situation.



Assessment Activities:

These assessment activities will enable you to show that you have learned the target skills and knowledge for this lesson. Your instructor may assign additional or alternative assessment activities.

- ____ 1. COMPLETE the Conflict Resolution Assessment Task. SELF-ASSESS your work using the Conflict Resolution Scoring Guide. SUBMIT your work to your instructor for feedback and a grade. PLACE your completed Conflict Resolution Assessment Task in your Cadet Portfolio.
- ____ 2. SELF-PACED OPTION: Same as above.