

Theme 6

Ways and means of conflict resolution

РЕПОЗИТОРИЙ БГПУ

What is conflict?

- Positive and negative impacts of conflict
- The main types of behavior of conflicting parties
- Styles and models of conflict resolution
- Analysis of sample conflict situations typical of summer camps

Factors of conflict-free communication:

- Smiling
- Friendly tone
- Courtesy
- Neutral speech
- Amiability
- Interest
- Natural gestures

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If YOU (counselor) experience negative emotions

- ***Imagine that you are a raging sea. Huge waves are crashing against the rocks. But then the sky is brightening up a little and the waves are getting smaller. The sun is coming out, and there's peace and tranquility all around again.***
- ***Feel that you are standing barefoot on the sand, smell the sea and feel the touch of the wind.***
- ***Listen to the seagulls. The world around is wonderful, as well as your mood.***

Methods of constructive conflict resolution:

- *concreteness (in a dispute, discuss particular behavior on the “here and now” principle)*
- *involvement*
- *communication*
- *"fair play"*

HOW TO RESOLVE CONFLICT?

- **Masks off.** Honesty is the best basis for conflict resolution.
- **Identify the real problem.**
- **Give up the attitude "nothing but victory".**
- **Find several possible solutions.**
- **Evaluate the options and choose the best working one.**
- **Speak so that you are heard.** First of all, draw attention, for example, by asking questions: Do you understand me? Could you let me explain? Then outline the matter and, finally, make sure you have been heard.
- **Recognize the value of the relationship and take care of it.**