



Resolving conflicts

Belgium team



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0. Introduction

It is a lesson about resolving conflicts. The pupils practice it with the situation cards. Two pupils play one situation before the whole class. After every situation we discuss everything in class.

1. Subject / Skill

Resolving conflicts.

2. Type of activity

Role play among students simulating each of the situations described at the end of this document.

3. Objectives

By the end of the activity, students will have improved their conflict resolution skills so that, when they are in a work environment, they will be able to mitigate conflicts quickly and will be able to relate better to other co-workers.

The ability to resolve or mitigate conflicts increases the possibility of improving creativity in the long term.

It will improve the way they overcome work situations in which they are stuck.

4. Time to develop the activity

With each of the cards described as an example at the end of the document will take 10 to 15 minutes.

5. Material

The cards that will be provided in class.

6. Steps / Procedure

Two students simulate one of the situations in front of the whole class. After each situation the students discuss the simulation.

- EXAMPLES OF SITUATIONS-

SITUATION 1

The teacher is very cross on Tom and he starts to cry. The teacher doesn't know why. How would you resolve this conflict as a teacher?

Pupil information: Tom has family issues and is not himself lately (bit depressed)

Teacher information: The teacher is feeling guilty of shouting to Tom and wants to make it up for it.

SITUATION 2

Brandon and Jack had a argument at the office, it was about jack who always drinks the coffee can empty but never does the refill. What can you do as 2 adults to fix this problem.

Information Brandon: Brandon is an impatient person but tries to be patient

Information Jack: Jack is jurk with no manners

SITUATION 3

Jenny is pregnant for 3 weeks and first person the first one she tells is her best friend named Sandy, because she can't tell her parents because she has bad relationship with them. But she wants to help her but doesn't really know how but she won't give up on her

Information Jenny: Jenny is 16 years old and her boyfriend left.

Information Sandy: she is 18 years old and she is determined to help Jenny

SITUATION 4

An autistic boy named Thomas Shelby, makes pictures of his colleagues their butt in the office, but another colleagues saw him doing it. As a responsible worker you can not allow it. What steps of measurements are you going to take

Information Thomas Shelby: He got autism and very on his own doesn't speak to anyone

Information colleague: He / she is very harsh person