Conflict Resolution

Skill Builders

1. For three minutes, have one participant try to convince another of a particular point of view. While one is talking, have the other participant close her eyes or turn her back to demonstrate her lack of interest.

2. Keep a journal for two weeks and record all of your conflicts with other people. Note how you handled each conflict and whether or not it was resolved. Do you see a pattern? For example, did you use confrontation, avoidance, or compromise? What other techniques might you try in the future?

3. With a group of four to six people, carry out the following active listening exercises. Have participants take turns as group facilitators, recorders, and observers.

4. Respecting the values of other people improves relationships and communication. Read "Your Values" on pages 56–57 of the Cadet Girl Scout Handbook or "Values and Conflict" on page 81 of A Resource Book for Senior Girl Scouts. Rate the values on the chart on page 21 according to their importance in your life. Compare your outcomes with those of a friend.

5. In the world of competitive sports, fair play is the ideal. Yet camel at, shoving, and bullying opponents often occur. With friends, attend or watch on television several different sports events. Note the athletes' behavior. After the events, address the following questions:

   a. Did you witness fair or unfair conduct? What kind?
   b. Were certain sports more likely than others to have athletes engage in foul play?
   c. What methods of conflict resolution did the referees, umpires, and other sports officials use?

Technology

1. In sports, players and referees frequently disagree about calls. How does the use of instant replay facilitate the resolution of these disputes? What techniques were used before instant replay was available?

Career Exploration

1. Make a list of professionals whose job requires skills in conflict resolution. Pick one profession or occupation to learn more about by arranging to speak with someone in that field.

2. Professional mediators help settle disputes between different parties. Interview a professional mediator in your community. Find out what skills they use to help opposing parties find mutually satisfying solutions.

3. Obtain information about the role that United Nations delegates, ambassadors, and diplomats play in solving international conflicts.

4. Interview people in three different jobs to find out how they resolve conflicts in the workplace.

And Beyond

WORK AT USING YOUR SKILLS SUCCESSFULLY IN A "hot" situation. Take the plunge from conflict to peace by exploring these related interest projects:

- A World of Understanding
- Law and Order
- Family Living
- Do You Get the Message?