

Life Skills Unit: Conflict Management

WebQuest Description: It is inevitable that you will encounter many different forms of conflict throughout your lifetime. Recognizing the causes and consequences of conflict can help you to make appropriate decisions and gain confidence in resolving conflicts.

During this quest, you will explore and identify several ways of resolving conflict in an appropriate manner without using violence.

Grade Level: 9-12

Curriculum: Life Skills / Careers

Keywords: active listening, conflict, effective speaking, frustration, harassment, hostility, miscommunication, relationships, solutions, territorial, understanding

Published On: 2011-07-04 00:03:13

Last Modified: 2011-07-12 19:25:22

WebQuest URL: <http://zunal.com/webquest.php?w=106108>

Introduction

It is inevitable that you will encounter many different forms of conflict throughout your lifetime. Recognizing the causes and consequences of conflict can help you to make appropriate decisions and gain confidence in resolving conflicts. During this quest, you will explore and identify several ways of resolving conflict in an appropriate manner without using violence.

Tasks

Determine causes of conflict. Take five minutes and scan the student text resource below. During this quest, you will explore what causes conflict to impact relationships; what types of conflict are there; and how can you improve communication? At the end of the quest, you should be able to: -Recognize the impact of conflict on relationships -Describe the four basic causes of conflict -Analyze five different types of conflicts -Use "I" statements to facilitate effective communication

Process

Activity #1. Play Video 1 (Conflict) and Video 2 (Conflict resolution) located in the resource section below. Discuss among your group members the following questions: 1. What did you observe? 2. Have you been in similar situations? 3. How can conflict affect relationships? 4. Why is it important to work out or resolve conflict in your daily lives? 5. Who is responsible for resolving the conflict? **Activity #2.** (25 minutes) Group Discussion Arrange seats so everyone can see each other. Each member will share a personal experience about conflict using the following questions led by the group leader: • What is an example of conflict affecting a relationship in your life? • What caused the conflict? • What (if anything) resolved the conflict? **Activity #3.** (30 minutes) Small Group Activity-Puzzle
Activity Resources: http://www.helpguide.org/mental/eq8_conflict_resolution.htm <http://cmhc.utexas.edu/booklets/fighting/fighting.html> <http://newresolutionmediation.blogspot.com/2008/02/getting-creative-in-mediation-2how-one.html> http://www.westbrookstevens.com/conflict_Resolution.htm 1. Each group will be provided a subject to provide a short briefing. Resources to support this activity may be found on the web or using the student text resource provided below. Create a short briefing using powerpoint, [www.Sliderocket.com](http://www.sliderocket.com), or <http://prezi.com> on the following: a. What is conflict? b. How can conflict impact relationships? c. What are the four basic causes of conflict? d. What are the five different types of conflicts? 2. Student performance will be evaluated using the following rubrics: 1. The small group assessment rubric. 2. The provide a briefing assessment rubric. **Activity #4.** (20 minutes) Communication **Activity 1.** Search for and define: a. What is an "I" statement? b. Why is it important to provide focus on your actions rather than placing blame or arguing with others? 2. Provide an example of an "I" statement used in a situation shared previously with your group.

Evaluation

Summative Assessment: Conflict Multi-Flow Map Assessment Task **Target Competency** This performance assessment task gives you an opportunity to document your achievement of the following skills, knowledge, and abilities: **Determine causes of conflict** **Linked Core Abilities** • Do your share as a good citizen in your school, community, country, and the world **Directions** For this Assessment Task you will create a Multi-Flow Map illustrating the causes and effects of a particular conflict and write a brief summary. 1. Review examples of Multi-Flow Maps provided by your instructor. 2. Think of a specific conflict that you have been involved in and write it in the center of the Multi-Flow Map. Examples could include: a disagreement among your friends about what to do on a Saturday night; an argument with your boss about scheduling; an argument with your siblings about taking your clothes or other possessions. 3. List the causes of the conflict on the left side of the Multi-Flow Map. 4. List the effects of the conflict on the right side of the Multi-Flow Map. 5. Write a short summary about your Conflict Multi-Flow Map including: the type of conflict (one of the five types studied in this lesson); a

