

Technical and Productions Skills: Style Options for Resolving Conflict

Notes to the Teacher

1. Introduce the objective, and distribute the worksheet "Style Options for Resolving Conflict."
2. Make a brief presentation on the five conflict management styles, or have students read them independently.
3. Ask students to answer questions 1 and 2, then pair up and answer them. You might ask if students have heard the saying, "A strength carried to excess becomes a weakness." A good conversationalist who talks too much would be an example. The saying applies to the conflict styles in that overuse of any one would not produce desired results.
4. Have small groups form to respond to items 3--7. Have different teams take the lead in giving examples, and call on other teams to add to them. Encourage discussion and different viewpoints.
5. Have teams answer question 8 and report results to the class.
6. Have teams respond to item 9 and report results to the class.
7. Have students respond to item 10.
8. Have the class consider the best times of day to resolve conflict situations. When should conflicts be avoided?

Idea: Obtain video clips that feature conflict situations from television programs and movies. Lead discussions about styles and behaviors that were modeled appropriately (listening, empathy) and inappropriately.