Dealing with Conflict and Confrontation

Sample Pages

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Course Overview

_Dealing with Conflict and Confrontation_ is a graduate level course, designed for teachers K-12 to meet personal and professional growth needs. Learn skills to deal with conflict and confrontation using time tested effective strategies. Practice cognitive-behavior modification strategies, assertiveness skills, listening and communication skills, mediation and problem solving skills. Know when to engage and when to let go of conflict. Set emotional boundaries, identify who owns the problem and learn how to focus on solutions rather than problems, to build empowerment and self-confidence to deal successfully with conflict and confrontation. Learn to welcome conflict and confrontation as opportunities to grow instead of situations to fear and avoid.

At the end of this course you will be able to:

1. Identify the nature of conflict and confrontation.
2. Use cognitive-behavior modification skills to build rational thinking, feeling and behaviors to deal with conflict and confrontation.
3. Apply anger management strategies before dealing with conflict and confrontation.
4. Implement stress management skills to reduce and manage conflict.
5. Demonstrate empowerment strategies by setting boundaries, determining who owns the problem and distinguishing between “empathy” and “sympathy”.
6. Choose appropriate listening and communication skills to deal with conflict and confrontation.
7. Employ assertiveness strategies to resolve conflicts and confrontations.
8. Solve problems through a variety of strategies.
10. Evaluate learning and application of course content in a written essay.

Choose conflicts from your personal and professional life. Complete the exercises and activities in the text _Dealing with Conflict and Confrontation_, by Dr. Anne Goiran-Bevelhimer. Choose outside reading on the topics of conflict and confrontation. Write a reflection essay in lieu of an exam. This course is designed to build your resilience, empowerment, and self-confidence in improving your skills for dealing with conflict and confrontation.

This course is for YOU. Tailor designing the course work to meet your needs is invited. Please contact the instructor if you have questions, modifications or ideas that will make this course more meaningful to you.

Use the text, outside reading and writing activities to complete the course work. A syllabus is available on [www.collegecoursesonline.com](http://www.collegecoursesonline.com)
# Table of Contents

**Unit 1: Introduction - Identify the nature of conflict and confrontation**

- The Nature Of Conflict
- Definitions
- Conflict Survey
- Key to Conflict Survey
- Escalation / De-escalation
- Conflict – Good or Bad? A Zen Story
- Types Of Conflicts
- Causes Of Conflicts
- The Motivation of Conflict: Unmet Needs
- Basic Needs That Motivate Behavior

**Unit 2: Stages of Conflict**

- The Stages Of Conflict
- Skills for Dealing with each Stage of Conflict

**Unit 3: Cognitive-Behavior Modification**

- Belief Systems – The Core of Dealing with Conflict
- Toxic Loop
- The Toxic Loop and the Nourishing Loop
- Definitions of Cognitive Distortions
- The Vocabulary Of Conflict
- How do you Feel?

**Unit 4: Anger Management**

- Your Anger Style Inventory
- Anger You Know, Anger You Don’t Know
- What’s Under Anger?
- Anger Inventory
- Anger Management
- Do’s and Don’t When you are Feeling Angry
- Things to Do Instead of Hitting
- Fair Fighting
- Dealing With Power Struggles
- Steps to Resolve Power Conflicts
- Mediation
- Dealing with Bullies
- Making Amends and Apologizing

**Unit 5: Relaxation**

- Relaxation Exercises
- A Centering Exercise

**Unit 6: Setting Boundaries**

- Whose Problem Is It?
- Boundaries
- Setting Limits

**Unit 7 Empathy / Sympathy**

- Empathy / Sympathy
- Role Play
### Unit 8: Communication
- Listening
- Communication: Blockers And Enhancers
- “I” Messages
- A Checklist For Improved Listening
- Active Listening
- Ways to Listen and Respond and NOT get Emotionally Engaged
- Active Listening Exercise
- Having Difficult Conversations, and Creating Win-Win Outcomes

### Unit 9: Assertiveness
- Thomas-Kilman Conflict Mode Instrument
- Scoring the Thomas-Kilman Conflict Mode Instrument
- Interpreting the Thomas-Kilman Conflict Mode Instrument
- Assertiveness: Verbal Behaviors, Actions, Goals, Feelings and Pay Off’s
- Assertiveness Skills
- Practicing Aggressive / Assertive / Passive Behaviors

### Unit 10: Problem Solving
- The Quick Fix
- Sides: An Exercise In Point Of View
- Problem Solving
- Problem Solving Worksheet
- Role Playing – Problem Solving
- Conflict Resolution
- Guidelines For Positive Conflict Management
- Four C’s In Conflict Management
- Question to Defuse and De-escalate Conflict
- Personal Plan
- Classroom Conflict Management
- Playground Conflict Managers
- Playground Conflict Worksheet

### Unit 11: Solutions Focused Skills
- Principles of the Solution-Focused Approach
- The Miracle Question
- The Miracle Method Worksheet
- Well-formed Outcome: Setting Goals
UNIT

1

INTRODUCTION

Identify the Nature of Conflict and Confrontation
Unit 1: Introduction  
Identify the Nature of Conflict and Confrontation

Instructor’s Comments:

For most people, conflict and confrontation are undesirable, feared, or seen as a competition, where one loses and another wins. Few of us are skilled in dealing productively with conflict and confrontation. The intent of these exercises is to introduce you to the topic of conflict and confrontation and to begin looking at your pattern and history of dealing with conflict and confrontation.

Conflict and confrontation are neither good nor bad, just another type of experience in our relationships with others that allows for opportunities for growth, problem solving and learning.

As you go through the content of this course, pay attention to your emotional growth as you learn and practice healthy strategies for dealing with conflict and confrontation.

Assignments: Please read the narrative for each section and complete the exercises.

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Outside Reading and Writing Assignment (Please see Course Requirements to explore your options of choosing an article per unit or reading a book about an aspect of dealing with conflict.)

Unit topic: Conflict and /or Confrontation

Find one article related to a topic in this Unit that is meaningful to you. Cite the article, and write a review and response in a 1-2 page paper. Choose journals, chapters from books, digital sources, audio, YouTube, TED talks.

Suggested Books:

- From Conflict to Resolution by Susan Heitler. (1993)
- The Eight Essential Steps to Conflict Resolution by Dudley Weeks. (1994)
The Nature of Conflict

Conflict is natural. Conflict is neither positive or negative, good or bad. Conflict just is.

In nature, we see conflict as a primary motivator for change and growth, and so it can be for us. It is not whether we have conflict in our lives; it is what we do with conflict that makes a difference. Learning conflict and confrontation skills that enhance others and us will help us to accept and even welcome conflict in our lives as opportunities for growth.

Less effective conflict resolution strategies include physical resolutions, power struggles, where as more effective strategies use cognitive-behavior modification skills, communication skills, knowing whose problem it is, assertiveness and empathy. More effective conflict resolution skills encourage improved personal and interpersonal relations where cooperation, problem solving, and win-win atmospheres are the goals. Resolving conflict is not about personal justification, but more about growing and learning who we are, what we value, communicating and appreciating our similarities and differences. When we accept and understand conflict, we allow ourselves to grow, change, and to be empowered.
Definitions

CONFLICT: Where one experiences differences in wants, needs, feelings or perceptions in oneself or between two or more people.

CONFRONTATION: To face, stand up to or meet face to face.

Exercise: Please respond.
What is conflict to you?

What are your beliefs about conflict? What were you taught about conflict?

What is confrontation to you?

What are your beliefs about confrontation? What were you taught about confrontation?

On a scale of 1 – 10, “1” being “I don’t deal very well with conflict” and “10” being “I have no problem dealing with conflict”, how would you rate your ability to deal with conflict and confrontation with?

<table>
<thead>
<tr>
<th></th>
<th>1__________________________10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td></td>
</tr>
<tr>
<td>Parents</td>
<td></td>
</tr>
<tr>
<td>Authority figures</td>
<td></td>
</tr>
<tr>
<td>Other adults</td>
<td></td>
</tr>
</tbody>
</table>
### Conflict Survey

**Exercise:** How do you usually handle conflict? When completing the chart, indicate whether the response is one you would use in school/work situations (“S/W”) or in your personal life, (“P”).

<table>
<thead>
<tr>
<th></th>
<th>Freq.</th>
<th>Occ.</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Avoid that person or change the subject.</td>
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<td>_____</td>
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<tr>
<td>2. Try to reach a compromise.</td>
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<td>3. Try to turn the conflict into a joke.</td>
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<td>4. Silent treatment or “cold shoulder”.</td>
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<td>5. Try to understand the “other side”.</td>
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<td>6. Apologize.</td>
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<td>7. Tell the other you have a conflict, and express a willingness to solve.</td>
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<tr>
<td>8. Get another person to decide who is right.</td>
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<td>9. Narrow down conflict by finding specific area of agreement.</td>
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<tr>
<td>10. Threaten the other person.</td>
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<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>11. Express your feelings without blame.</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
</tbody>
</table>

**END OF SAMPLE PAGES.**

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