



CollegeCoursesOnline

Professional Growth with a Personal Touch



Dealing with Conflict and Confrontation

Sample Pages



Dr. Anne F. Goiran-Bevelhimer

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.
9. Support strategies for dealing with conflict and confrontation through outside reading and research.
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

Table of Contents

Unit 1: Introduction - Identify the nature of conflict and confrontation	11
• The Nature Of Conflict	13
• Definitions	14
• Conflict Survey	15
• Key to Conflict Survey	16
• Escalation / De-escalation	18
• Conflict – Good or Bad? A Zen Story	19
• Types Of Conflicts	20
• Causes Of Conflicts	21
• The Motivation of Conflict: Unmet Needs	22
• Basic Needs That Motivate Behavior	23
Unit 2: Stages of Conflict	24
• The Stages Of Conflict	27
• Skills for Dealing with each Stage of Conflict	
Unit 3: Cognitive-Behavior Modification	29
• Belief Systems – The Core of Dealing with Conflict	32
• Toxic Loop	36
• The Toxic Loop and the Nourishing Loop	37
• Definitions of Cognitive Distortions	38
• The Vocabulary Of Conflict	39
• How do you Feel?	40
Unit 4: Anger Management	41
• Your Anger Style Inventory	44
• Anger You Know, Anger You Don't Know	45
• What's Under Anger?	46
• Anger Inventory	47
• Anger Management	48
• Do's and Don't When you are Feeling Angry	49
• Things to Do Instead of Hitting	50
• Fair Fighting	52
• Dealing With Power Struggles	53
• Steps to Resolve Power Conflicts	54
• Mediation	55
• Dealing with Bullies	56
• Making Amends and Apologizing	57
Unit 5: Relaxation	58
• Relaxation Exercises	60
• A Centering Exercise	61
Unit 6: Setting Boundaries	62
• Whose Problem Is It?	64
• Boundaries	65
• Setting Limits	67
Unit 7 Empathy / Sympathy	68
• Empathy / Sympathy	70
• Role Play	71

Unit 8: Communication	72
• Listening	74
• Communication: Blockers And Enhancers	75
• “I” Messages	76
• A Checklist For Improved Listening	77
• Active Listening	78
• Ways to Listen and Respond and <u>NOT</u> get Emotionally Engaged	79
• Active Listening Exercise	80
• Having Difficult Conversations, and Creating Win-Win Outcomes	81
Unit 9: Assertiveness	82
• Thomas-Kilman Conflict Mode Instrument	84
• Scoring the Thomas-Kilman Conflict Mode Instrument	87
• Interpreting the Thomas-Kilman Conflict Mode Instrument	88
• Assertiveness: Verbal Behaviors, Actions, Goals, Feelings and Pay Off’s	89
• Assertiveness Skills	90
• Practicing Aggressive / Assertive / Passive Behaviors	91
Unit 10: Problem Solving	93
• The Quick Fix	96
• Sides: An Exercise In Point Of View	97
• Problem Solving	98
• Problem Solving Worksheet	99
• Role Playing – Problem Solving	101
• Conflict Resolution	102
• Guidelines For Positive Conflict Management	103
• Four C’s In Conflict Management	104
• Question to Defuse and De-escalate Conflict	105
• Personal Plan	106
• Classroom Conflict Management	107
• Playground Conflict Managers	108
• Playground Conflict Worksheet	109
Unit 11: Solutions Focused Skills	110
• Principles of the Solution-Focused Approach	112
• The Miracle Question	113
• The Miracle Method Worksheet	114
• Well-formed Outcome: Setting Goals	115

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.

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

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:

The Coward's Guide to Conflict: Empowering Solutions for Those Who Would Rather Run Than Fight by Tim Ursiny. (2003)

The Power of Positive Confrontation: The Skills You Need to Handle Conflicts in Work, Home and in Life by Barnara Pachter. (2001)

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?

Yourself	1 _____ 10
Students	1 _____ 10
Parents	1 _____ 10
Authority figures	1 _____ 10
Other adults	1 _____ 10

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”).

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

END OF SAMPLE PAGES.

SEE DETAILS FOR REGISTERING FOR THIS COURSE
WWW.COLLEGECOURSESONLINE.COM/