

Unit Topic: Problem Solving

Activity Name: Lesson #2, Conflict Resolution Process

Objective/Rationale:

1. Students will be able to understand and apply the Six-Step Conflict Resolution Process by applying it to real life conflicts once being introduced to the process and participating in a class example.

Time Frame: 50 minutes

Materials:

- Student Conflict Resolution worksheets, pages 3-4
- Pencil or pen
- Discussion Rubric, page 5

Directions/Procedure:

1. Define the term **Conflict**:
The behavior due to which people differ in their feelings, thought and/or actions. Collins (1995) states that the conflict is a ‘serious disagreement and argument about something important’ and also as ‘a serious difference between two or more beliefs, ideas or interests’ (cf. Kumaraswamy, 1997, p. 96).
2. Ask the students why they think people avoid conflict? Generate a list of reasons from their responses on the board for the whole class to view.
3. Introduce the *6-Step Conflict Resolution Process* using the acronym STABEN. See handout.
4. Students should watch video, [Six Steps to Conflict Resolution](#)

STABEN: The Six-Step Conflict Resolution Process

S	Source	Identify the source of the conflict. Who and what.
T	Time & Place	Determine the appropriate time and place to discuss the source of the conflict.
A	Amicable	Start out by saying something positive to the person in conflict and maintain friendly discourse throughout the discussion.
B	Behavior	Make sure to address the behavior in conflict and avoid discussing any other behaviors.
E	Emotion	Honestly express your feelings and emotions about what is specifically bothering you.
N	Need	Begin negotiating possible solutions to help solve the conflict so that all parties involved can live with the decision and be a part of the resolution.

5. As a class walk the students through the 6-Steps Conflict Resolution Process by applying it to the example scenario below. Use the following conflict as an example:
Example: *You live in the dorm with a college roommate. She likes to stay up late watching Netflix in bed. You like to go to bed early so you can study in the mornings. She is up most of the night which keeps you from getting enough sleep to effectively study the following morning. How can you resolve this conflict?*
6. Divide the students into pairs and have each person come up with either a real-life conflict they experienced in the past or a fictitious one. Give each student the Conflict Resolution worksheets, pages 3-4.
7. Have each student describe their individual conflict on their own worksheet and then as a pair assist each other in applying the 6-Step Conflict Resolution Process by offering suggestions on methods to solve one another's conflicts. Have each student fill out the remainder of the work sheet.
8. Have each pair of student's share one of their examples with the class, and then hand in their worksheets for assessment by the instructor.

Resources & References:

- YouTube Video: [Six Steps to Conflict Resolution](#)
- Lesson created by Suzanne Glazos

Assessment/Evaluation:

1. Student Conflicts, Real and/or Fictitious?
2. Conflict Resolution worksheets, pages 3-4
3. Discussion Rubric, page 5. See extended assignment

Suggested Homework/Extended Assignments:

- After reviewing the students Conflict Resolution responses, bring the worksheets back to class and generate a class discussion focusing on the following questions.
 - What was the most valuable piece of information you learned from this exercise?
 - How will you use this information in the future? Academically? In your career? In your personal relationships?
 - Which step of the process was most difficult for you and why?
 - Which step of the process was easiest for you and why?
 - What advice could you give someone regarding the Conflict Resolution Process?
 - *Optional: Use discussion rubric*
- Bridges Problem Solving Lessons 1 & 3



STABEN: The Six-Step Conflict Resolution Process

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B	Behavior	Make sure to address the behavior in conflict and avoid discussing any other behaviors.
E	Emotion	Honestly express your feelings and emotions about what is specifically bothering you.
N	Need	Begin negotiating workable solutions to help solve the conflict so that all parties involved can live with the decision and be a part of the resolution.

Conflict Resolution Worksheet

1. Describe the **Conflict** scenario:

2. Apply the 6-Step Conflict Resolution process to the above conflict.
Use the acronym STABEN to guide you.

S	Source
T	Time & Place
A	Amicable
B	Behavior
E	Emotions
N	Need

Discussion Rubric

Points	Active Participant	Preparedness	Attitude	Time on Task
4	<ul style="list-style-type: none"> *Actively participates by listening to others, contributing quality ideas and initiating discussion. *Actively works with group members to answer discussion questions thoroughly. 	<ul style="list-style-type: none"> *Understands the subject matter and is able to effectively answer discussion questions with other group members. 	<ul style="list-style-type: none"> *Listens openly and incorporates all classmates/group members' ideas & points of view. *Displays interest, motivation and enthusiasm. 	<ul style="list-style-type: none"> *Utilizes discussion time by staying on task & focusing on topic. *Avoids distractions like cell phones, socializing with classmates/group members and personal issues.
3	<ul style="list-style-type: none"> *Usually participates by listening to others, contributing quality ideas and initiating discussion. *Usually works with group members to answer discussion questions thoroughly 	<ul style="list-style-type: none"> *Usually understands the subject matter and is usually able to effectively answer discussion questions with other group members. 	<ul style="list-style-type: none"> *Usually listens openly and incorporates all classmates/group members' ideas & points of view. *Usually displays interest, motivation and enthusiasm. 	<ul style="list-style-type: none"> *Usually utilizes discussion time by staying on task & focusing on topic. *Usually avoids distractions like cell phones, socializing with classmates/group members and personal issues.
2	<ul style="list-style-type: none"> *Rarely participates by listening to others, contributing quality ideas and initiating discussion. *Rarely works with group members to answer discussion questions thoroughly 	<ul style="list-style-type: none"> *Rarely understands the subject matter and is rarely able to effectively answer discussion questions with other group members. 	<ul style="list-style-type: none"> *Rarely listens openly and incorporates all classmates/group members' ideas & points of view. *Rarely displays interest, motivation and enthusiasm. 	<ul style="list-style-type: none"> *Rarely utilizes discussion time by staying on task & focusing on topic. *Rarely avoids distractions like cell phones, socializing with classmates/group members and personal issues.
1	<ul style="list-style-type: none"> *Fails to participate by listening to others, contributing quality ideas and initiating discussion. *Fails to work with group members to answer discussion questions thoroughly 	<ul style="list-style-type: none"> *Fails to understand the subject matter and is unable to effectively answer discussion questions with other group members. 	<ul style="list-style-type: none"> *Fails to listen openly and incorporate all classmates/group members' ideas & points of view. *Lacks interest, motivation and enthusiasm. 	<ul style="list-style-type: none"> *Fails to utilize discussion time by staying on task & focusing on topic. *Consistently distracted by cell phone, socializing with classmates/group members and personal issues.