



JROTC Virtual Learning

Conflict Resolution Techniques

May 18, 2020



STANDARDIZED TRAINING SESSION

JROTC TRAILS WEST BRIGADE: Truman, Van Horn, William Chrisman High Schools

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**Student Learning Plan Health and Wellness:
Conflict Resolution Techniques[U3C5L2]**



What you will accomplish in this lesson:

Apply conflict resolution techniques

Why this lesson is important:

- Take responsibility for your actions and choices

Skills and Knowledge

- Apply knowledge of Winning Colors® to conflict situations and resolution
- Evaluate the steps to managing conflicts and personal conflict management skills
- Recognize different hot buttons and the behavior style they indicate
- Respond to conflict situations positively through role-play.
- Evaluate the pros and cons of alternatives to determine potential solutions to conflict



Introduction

The success or failure of any conflict **resolution** depends on the attitudes and behaviors of the people involved in the conflict. This lesson offers some strategies for seeking peaceful solutions to conflicts. The skills covered in this lesson promote positive and nonviolent conflict resolution, and include the following:

- Awareness of others
- Awareness of the distinctions between self and others
- Listening skills
- Compromise
- Ability to express one's own thoughts and feelings
- Ability to respond to the feelings of others

These are skills that you need to develop throughout your life. Although conflict is inevitable, you have control over your own response to the situation, and your actions can either diffuse or escalate the conflict.

Remember that reacting defensively or judgmentally can trigger the same response in others.



Conclusion

Effective communication is essential to successful conflict resolution and negotiation. Sometimes we misinterpret what others say, or vice versa. However, if we practice self-awareness and seek to understand others, we will be much more successful in maintaining healthy relationships. Understanding your own communications style, being able to appreciate others, and adjusting accordingly will enable you to resolve conflicts successfully.



Lesson Check-up

1. Using your Winning Colors®, explain how you would find a solution to conflict.
2. Explain how evaluating consequences should be important before responding to a situation.
3. Why is it important to choose the time and place to confront a friend or family member about a problem?
4. Who would you go to if you could not manage anger on your own? Why would you choose that person?



Courtesy of Army JROTC

U3C5L2

Conflict Resolution Techniques

Key Words:

Apologize

Compromise

Mediation

Negotiation

Resolution

What You Will Learn to Do

Apply conflict resolution techniques

Linked Core Abilities

- Do your share as a good citizen in your school, community, country, and the world

Skills and Knowledge You Will Gain Along the Way

- Apply knowledge of Winning Colors® to conflict situations and resolution
- Evaluate the steps to managing conflicts and personal conflict management skills
- Recognize different hot buttons and the behavior style they indicate
- Respond to conflict situations positively through role-play.
- Evaluate the pros and cons of alternatives to determine potential solutions to conflict

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Winning Colors® and Conflict Resolution



Courtesy of Winning Colors®

Effective communication skills are a key factor in the conflict resolution process. Sometimes to resolve a conflict, you need to go beyond your own comfort zone of preferred behaviors to facilitate good communications with the other party.

Winning Colors® is an assessment tool that is used to classify behaviors into four dominant categories:

PLANNERS. Planners are quiet and introspective. They like to be correct and are very detail oriented. They have excellent listening skills. They are calm, cool, and collected on the outside. They are likely to hide their feelings.

BUILDERS. Builders are natural leaders. They are up-front with people, expressing themselves openly and directly. They like rules, law, order, and direction and do not hesitate to tell others what they should do. Builders are typically punctual, dependable, and loyal.

RELATORS. Relaters are very social. They want to be liked and they love to talk. Relaters share their ideas and feelings readily. They work well in teams and need to be shown appreciation.

ADVENTURERS. Adventurers are action oriented. They are bored unless there is fun, excitement, and things are moving. They live in the present. They are flexible and thrive on spontaneity, and do not like structure.

Using an assessment tool such as Winning Colors® will not only help you evaluate your own behavioral strengths and weaknesses, it will also give you valuable insights into the behavioral characteristics of the people you interact with on a daily basis. Surely no one is going to walk up to you and say “My name is Bob and I’m an adventurer,” so you will have to listen carefully and observe clues in the other person’s body language and speech patterns.

With insight and awareness, you will be able to adapt your communication skills and behavior to be able to negotiate a peaceful solution to a conflict.

Hot Buttons

By observing and identifying the behavioral characteristics and tendencies in others, you can determine how to best communicate with them to resolve a conflict. For example, some people respond better to facts and figures; others are more concerned with feelings and emotions. Hot buttons are strategies that you can use to communicate in a way in which the other person is more likely to hear you, understand you, and respond positively. In other words, it is important that both persons involved in a conflict speak the same language. To illustrate this metaphor, imagine trying to negotiate a settlement if you were speaking English and the other party was speaking Chinese. You would not get very far.



When you are speaking to someone who exhibits planner behaviors, you succeed by using planner hot buttons. The same is true if you want to communicate successfully with those who most clearly exhibit builder, relater, and adventurer behaviors.

PLANNER Hot Buttons

- Take a serious approach
- Show interest; be patient, calm, and collected
- Give ample warning before confronting them with a conflict
- Supply details and allow more time for decisions
- Try not to impose time constraints
- Respond in terms of causes rather than exterior effects
- Be prepared for interior understanding rather than exterior caring
- Show that you are competent and striving to understand the subject
- Be a good listener and sounding board
- Avoid silly talk and babbling
- Respond with new and innovative ideas

BUILDER Hot Buttons

- Take a bottom-line approach
- Explain directions step-by-step
- Let them know what is expected of them
- Do not repeat unless requested to do so
- Be concise and clear in your speech
- Know the hierarchy of command and give it proper deference
- Look for law, order, and routine
- Make sure your actions deliver results
- Be prepared

RELATOR Hot Buttons

- Take a friendly approach
- Talk in a personal way and volunteer to help out
- Show genuine concern, smile, and be kind

- Respect their feelings by not imposing your feelings on them
- Show personal appreciation
- Give them opportunity to express themselves
- Validate their emotions and feelings

ADVENTURER Hot Buttons

- Take a light-hearted/fun/action approach
- Move it; be an action-centered person
- Keep the discussion in the here and now
- Be willing to change and be flexible
- Show you are competitive and a winner
- The more spontaneous you are, the more you will be appreciated
- Have an easy-come-easy-go manner with good humor to win you points
- Give immediate results or feedback whenever possible
- Avoid theoretic explanations
- Create result-oriented action plans consistent with common goals

Evaluating Consequences

Your response to a conflict should not be a knee-jerk reaction, but rather a carefully considered response. It is important to think through the consequences of your behaviors before you act on them. If you act hastily or in anger, your behavior may add fuel to the fire and conflict could escalate to violence.

One method of analyzing a response to a conflict is to list three or more alternative solutions at the top of a sheet of paper; then record all of the positive and negative consequences of each option. This forces you to take the time to brainstorm and predict all the possible outcomes you could expect. The result will be a more reasonable and well-thought-out response.



Your goal should be to agree on a nonviolent solution in which both party's needs are met. Remember, if the conflict is over something trivial, or if you will not have contact

with the person again, you could choose to ignore the conflict or to **apologize** to settle it peacefully.

Preventing Fights

If you have concluded that fighting does not solve problems you may now be wondering what peaceful alternatives exist. You also may doubt whether it is really possible to pursue peaceful solutions if the other person wants to fight.

Although it is certainly not always easy to avoid fighting, it can be done. As you read these strategies, you may come up with ways to adapt them to particular situations or personalities. You may also come up with strategies of your own that you can share with friends, siblings, and others that you care about.

Recognizing a Conflict Early

When people who know each other fight, there is usually a history of events that led to the fight. Events such as name-calling or rumor-spreading may go on for a day, a week, or more before a fight breaks out. By recognizing that a potential fight situation is building, you may be able to prevent it. The earlier you deal with problems, the lower the levels of anger, and the easier it can be to resolve the problem.

Learning to Ignore Some Conflicts

Not all conflicts require that you respond. In some situations it may be smartest to walk away and do nothing at all. You may decide it is best to ignore a situation if:

- It is unlikely you will ever see the person again
- The person or situation is not very important to you
- The conflict is based on rumors that may not be true
- The conflict is over something trivial or silly
- The person is just trying to make you angry so you will fight and get into trouble

Some people think that ignoring a conflict is a sign of cowardice. Actually, it is a sign of maturity and self-control to walk away from some situations. Fighting out of pride or to “save face” may instead be an act of cowardice. Walking away is one option.

In deciding how to deal with any conflict, your safety should always be your first concern. If you think that a person might be more angered if you ignore the situation,

you need to proceed carefully. It is important to trust your judgment and be prepared to try a new tactic if your first choice does not diffuse the situation.

Confronting a Person Wisely

In some cases it may not be advisable or even possible to ignore a conflict. The person might be someone with whom you are in frequent contact, or the issue may be too important to ignore. In these cases you may decide to confront the person. The way in which you handle the confrontation, however, is critical to its success. The steps described here can help you resolve things peacefully.



Choose the Time and Place Carefully

It is always best to confront a person when the two of you are alone. If friends are present, the person may think you are intentionally trying to embarrass him or her in front of them. The person may feel pressured to start a fight to avoid embarrassment. Choosing a time when the person is alone and when both of you are calm can help avoid a fight.

It is also important to avoid a confrontation when a person has been using alcohol or drugs. Alcohol and drugs impair judgment and may increase the likelihood of fighting. Never use alcohol or drugs yourself. If you suspect the other person is under the influence of drugs, postpone your discussion until another time.

Stay Calm

Although it can be difficult to remain calm when you are upset, it is important for keeping peace. Try to keep your voice low and calm. By avoiding screaming or name-calling, you can remain in control of the situation.

What Would You Do?

You just took a seat on a crowded subway when the person seated next to you lights up a cigarette. When you point out the *No Smoking* sign, the person replies, "Too bad. If you don't like it, move!" Make a list of the potential risks and benefits of confronting the person again. What would you do?

Everybody has his or her own technique for keeping calm under pressure. Some people find it helpful to rehearse the confrontation beforehand with an uninvolved person. Other people use deep breathing or count to 20 when they feel their tempers beginning to rise. Despite all your efforts, however, you may find yourself unable to keep calm and control your temper. If that happens, it may be best to try to postpone your discussion until a later time.

Negotiate a Solution

There are skills for effective communication and **negotiation**. Skills such as using “I” messages, assertiveness, and seeing the other person’s point of view are important for resolving conflicts peacefully. Making statements such as, “I get upset when . . .” or “I know this issue is important to both of us . . .” can open the lines of communication without putting the other person on the defensive. Showing an understanding of the other person’s feelings can also help keep emotions under control. Some other strategies that may be useful in negotiating a peaceful solution include the following:

- **Do the unexpected.** If, instead of being hostile, you are friendly, confident, and caring, the other person may relax his or her guard. Try to make the situation seem as if it is not serious enough to fight about. The person may agree and decide to work with you to resolve things.
- **Provide the person with a way out.** Sometimes fighting breaks out simply because people see no other way to resolve things without losing pride. To avoid fighting, present the person with **compromise** solutions that you both can live with. By saying something like, “Let’s try this for a week and see how it goes,” you give the person an easy way out.
- **Be willing to apologize.** In some situations, be willing to say “I’m sorry” or “I didn’t mean to embarrass you.” Apologizing does not mean that you were wrong or that you are a coward. Instead, a sincere apology can be the quickest way to diffuse a fight.

Helping Others Avoid Fights

When you are not personally involved in a conflict, you can still play an important role in preventing fights. You have learned how friends and acquaintances can put pressure on people to fight. These same people, however, could instead play a key role in preventing fights.

Mediation

A growing number of schools today are training students in the skill of **mediation**. Mediation is a process for resolving conflicts that involves a neutral third party. As is true for all people involved in a conflict, mediators need to think about their own safety first. Mediators should never get involved in heated conflicts that have the potential for turning violent at any moment.

Your Role as an Onlooker

How can friends and acquaintances help reduce the pressure that others feel to fight? Friends can use their influence in many positive ways. A person can show disapproval of fighting by

- Ignoring people when they talk badly about others
- Refusing to spread rumors or to relay threats or insults to others
- Staying away from potential fight scenes
- Showing respect for people who can apologize to others, ignore insults, and otherwise avoid fights

People who advise friends to ignore someone's insults or not to hold grudges do their friends a very important service. They help keep their friends safe from the potential of deadly violence.

Getting Help When You Need It

Controlling anger and avoiding potentially violent situations are not skills that can be learned overnight. They are, however, skills that can be mastered.

If you are not satisfied with the way you now deal with anger, many people can help you. Parents, teachers, coaches, school counselors, and members of the clergy are just some of the people you can turn to for help. If these people cannot help you themselves, they may be able to refer you to trained counselors who can. By asking for help, you take an important first step toward gaining control over your behavior and your future.

Another time when it is important to ask for help is when a friend reveals plans of violence to you. Such plans should always be taken seriously, especially if your friend talks about using a weapon. Although it is never easy to break a friend's confidence, it is critical for you to share your friend's plans with a trusted adult. Doing so is a true act of caring. It shows that you care too much to let your friend be lost to violence.

Focus on Issues: How Can Schools Be Kept Safe?

The list of schools that have experienced terror in their hallways seems to grow each year.

Surprisingly, however, school violence is actually declining. There are fewer homicides, fewer assaults, and fewer students carrying weapons into class. What has increased is random violence that seems more intent on the act of killing rather than a desire to injure a specific person. It may be the ultimate mark of isolation that these murderers cannot even identify an actual enemy.

The struggle against random violence has led to a variety of ideas:

- Metal detectors, see-through backpacks, and security guards to reduce the number of weapons
- Checklists and social workers to identify and help at-risk teens
- School uniforms to help end cliques and isolation
- More school activities to involve students
- A reduction in the violence of music, movies, and video and computer games

Conclusion

Effective communication is essential to successful conflict resolution and negotiation. Sometimes we misinterpret what others say, or vice versa. However, if we practice self-awareness and seek to understand others, we will be much more successful in maintaining healthy relationships. Understanding your own communications style, being able to appreciate others, and adjusting accordingly will enable you to resolve conflicts successfully.



Lesson Check-up

1. Using your Winning Colors®, explain how you would find a solution to conflict.
2. Explain how evaluating consequences should be important before responding to a situation.
3. Why is it important to choose the time and place to confront a friend or family member about a problem?
4. Who would you go to if you could not manage anger on your own? Why would you choose that person?

Exercise 1: Determine Your Winning Colors®

Directions: In this exercise, you will determine which of your Winning Colors® are the strongest at the present time: planner, builder, relater, or adventurer. The four parts of self and your power to communicate reside in your ability to exhibit different behaviors in situations. Although everyone is comprised of each of the behaviors in diverse extents, the goal of Winning Colors® is to work to develop a balance between the four colors.

1. Start by numbering the following words or phrases in each item (A, B, C, D) from 1 to 4, moving horizontally across each row in order of importance to you. Number 1 would be the word or phrase that best describes your feelings of comfort and what you like inside – NOT how you would like to be – NOT how you act because of outside forces.
2. Total the vertical columns.
3. Circle the lowest score. Put a box around your second lowest score. **NOTE:** The lowest score identifies your present communication POWER or Winning Color. Your boxed score is your backup communication Power.
4. Read the next page of this exercise and then fill in the TREND blanks with the four parts of self that match the words in the column.
5. Next fill in the COLOR blanks with the color that matches the TREND based on the next page.

< 1=Most Important > < 2=Very Important > < 3=Somewhat Important > < 4=Least Important >			
A	B	C	D
Being prepared Rating: _____	Let's all be friends Rating: _____	Developing better and more logical ways Rating: _____	Living today and not worrying about tomorrow Rating: _____
Telling people what they should do Rating: _____	Talking and socializing Rating: _____	Understanding and analyzing about tomorrow Rating: _____	Having fun and excitement with people Rating: _____
Saving and budgeting Rating: _____	Giving Rating: _____	Creating Rating: _____	Spending Rating: _____
Leading Rating: _____	Relating Rating: _____	Planning Rating: _____	Exploring Rating: _____
Being Organized Rating: _____	Bring loved and accepted Rating: _____	Being correct and competent Rating: _____	Being in spontaneous action Rating: _____
A Total: _____	B Total: _____	C Total: _____	D Total: _____
Trend: _____	Trend: _____	Trend: _____	Trend: _____
Color: _____	Color: _____	Color: _____	Color: _____

Exercise adapted from Conflict Resolution Through Winning Colors® used with permission by authors Stefan Neilson and Shay Thoele ©1999.

NOTE: Make sure the phrases are numbered and the columns are totaled before going any further.

Directions: In your table on the previous page, fill in the appropriate trend word and corresponding color found below.

- A. Under column A the TREND is **Builder** and the COLOR is **Brown**, representing leadership and decisiveness.
- B. Under column B the TREND is **Relater** and the COLOR is **Blue**, showing openness and feeling.
- C. Under column C the TREND is **Planner** and the COLOR is **Green**, containing deep, hidden, changing currents.
- D. Under column D the TREND is **Adventurer** and the COLOR is **Red**, producing excitement, action, and fun.

According to the creators of Winning Colors®, the colors symbolize the four elements of life: Earth, Air, Water, and Fire.

Exercise 3: The Decision Making Process

Directions: Choose a conflict or challenge that needs resolution. It may be something in your life that needs attention, or a hypothetical situation you would like to address. Fill in the topic and details, different options or choices you can make, and the consequences involved in each. Weigh the pros and cons of each option in order to come to a viable solution to the conflict and the decision that may resolve the conflict. Finally, determine which of your Winning Colors® will help you address the decision.

Conflict:

Option 1	Option 2	Option 3
Positive Consequences +	Positive Consequences +	Positive Consequences +
Negative Consequences -	Negative Consequences -	Negative Consequences -

Do I need more information?

My Decision:

Colors I need to bring up:

Form adapted from Conflict Resolution Through Winning Colors® used with permission by authors Stefan Neilson and Shay Thielke ©1999.

Performance Assessment Task

Unit 3: Foundations for Success

Conflict Resolution Techniques (Just 2 Days®)

Performance Assessment Task [U3C5L2]

This performance assessment task gives you an opportunity to document your achievement of the lesson's competency:

Apply conflict resolution techniques



Directions

For this performance assessment task, you will apply conflict resolutions techniques to a personal or hypothetical conflict. For this assessment you will:

1. Complete Exercise #3: The Decision Making Process.
2. Write a short summary about how using conflict resolution techniques might help you to resolve the conflict more effectively.
3. Use the attached scoring guide criteria for what you need to do to complete this task.
4. Submit your completed performance assessment task and scoring guide to your instructor for evaluation and a grade.

RECOMMENDATION: It is recommended that you add this performance assessment task to your Cadet Portfolio.

Conflict Resolution Techniques (Just 2 Days®) Performance Assessment Task Scoring Guide

<i>Criteria</i>	<i>Ratings</i>
1. You identify a real or hypothetical conflict	met not met
2. You draft ground rules for the conflict resolution	met not met
3. You identify at least three possible options for solving the problem	met not met
4. You identify positive and negative consequences for each option	met not met
5. You determine if more information is needed	met not met
6. You identify how Winning Colors® can help to effectively resolve the conflict	met not met
7. You submit a completed Decision-Making Process using Exercise #3: The Decision-Making Process	met not met

Comments:

Name: _____ ***Date:*** _____

Evaluator's Signature: _____ ***Date:*** _____