Let’s Find a Resolution

In communicating and working with others we often avoid conflict instead of finding a comfortable solution that works for all parties involved. How can you identify the things that are triggers to conflict? In what ways can you defuse conflict and help both parties to find a positive solution? If you are not directly part of the argument, how can you help the other parties to come to a positive solution?

Youth Will Learn:

**Workforce Skill:** Communication, problem-solving, thinking skills, confidentiality  
**Social Skills:** Stress management, managing feelings, self-esteem.  
**Success Indicators:** Youth will be able to identify conflict and professionally work through problems and causes of conflict. They will also solve conflict through steps to find a resolution.

What You Need:

**Time Involved:** 20-30 minutes  
**Suggested Group Size:** Any size  
**Materials Needed:**
- Pencils or pens  
- Notepaper  
- “Role Play Scenarios” Handout

**Facilitator Tips:** Ask students to identify potential conflicts to act out solutions to that are specific to their job goals or camp counselor goals.

The Activity

1. Introduce the topic by asking the youth to recall a situation where they disagreed with someone and it resulted in conflict. Ask them to think about how they felt and what they wished would have happened?

2. Ask a few of the youth if they are willing to share their experiences (briefly) and ask for input from the group about what they could have said (or done) to alleviate the situation?

3. Ask the youth what they feel causes conflict (start listing answers) After they give a few reasons, go over the “common causes of conflict” as listed on the following page. Then ask the youth What is the best method for solving a conflict? Explain “Communicating with others to find a resolution”
4. Break the large group into groups of 3 or 4 and give them a role play scenario conflict. Ask them to read it over and assign roles of the characters (those not playing roles can make up outside roles or narrate the story).

5. Each group will present their skit (showing the steps to resolve a conflict) and give what they feel is the best possible solution to the problem.

**Common Causes of Conflict**
1. Disagreement based on values
2. Feeling threatened
3. Using You Statements
4. Fear of the unknown
5. Poor communication
6. Independent decision making for a group
7. Lack of follow through on important tasks
8. Disagreement on delegation of duties or responsibilities

**Communicating with others to find a resolution**
1. Find the right time and place
2. Resolve to find a solution
3. Agree to treat each other with respect
4. Listen to their side of the story
5. Explain your own feelings and side of the story
6. Find a resolution
7. Agree to follow the resolution
8. Evaluation or Checkup
Talk It Over

Share
• How do you feel when you have a conflict with another person?
• What have you used in the past to alleviate conflict?

Process
• What ways can you help to avoid causing conflict in a discussion?
• In what ways does the way you treat people affect how they react to you?

Generalize
• Why is it so very important to be able to solve conflict with the people you work with?
• What kind of problems does conflict cause outside of the parties involved?

Apply
• What kind of situations might you encounter in the next month, 6 months and year that would involve some form of conflict?
• What might be some potential conflict you might encounter as a camp counselor with your peers, with campers?
Role Play Scenarios

1. Sue and Beth work at a local office were they are both receptionists. It is a busy time of year for their office and they have both been working very long hours for over 3 weeks. While Sue values hard work, she has become very tired and has been unable to accomplish anything other than sleeping, eating and working. Beth insists that they must keep working “until the job is done” and continually refuses to allow Sue to take breaks or leave before 9:00pm. Finally one day Sue explodes at Beth telling her that she cannot take working in this office anymore and she storms out. Beth acts confused and wonders what went wrong.

2. Andrew has been working for a landscaping business since he was in high school. Every year he has put hard work and many hours into learning the trade and developing his work ethic. Recently the business hired Jacob a recent college graduate with a degree in landscaping and turf grass management. The boss has been asking Jacob for his opinion and allowing him to make big decisions regarding landscaping jobs that Andrew has been working on. Andrew feels that his work has gone unnoticed and that Jacob can just “have his job, because he is going to quit”.

3. Kennedy has been struggling with one of her fellow camp counselors Chris. While she is a new counselor, Chris is constantly bringing her down about her ideas and showing physical aggression. Whenever Chris is upset he often says the following: “You are a terrible counselor”, “You do not know what you are talking about”, “You do not know how to run camp”. Chris’ behavior has made Kennedy start to dislike camp. She has been considering resigning because of it.

4. Many of the jobs at ABC Inc. have been reduced or cut completely in the last 6 months. There has been speculation that there will be one more round of cuts coming in the next few weeks. Many of the employees have been called into the executive office for meetings. No one knows if the meetings are positive or negative. As people begin speculating what is going on, tempers rise and many of the employees are fighting with one another about who works more and who deserves to be cut.

5. Kory and Rebecca have been assigned the task of organizing a dinner party for their group of friends. Rebecca decided to buy all the supplies for the party without talking to Kory first. When she arrived at home, she found that Kory was very upset with her. Since he was working on the food preparation they were missing a large majority of ingredients and had the wrong kind of utensils to eat out of. By the time they started the dinner party Kory and Rebecca were no longer speaking to one another.
6. Angie is working on a committee that is planning the town festival. There are many parts of the festival to be discussed such as food, vendors, rides, games and activities that the committee would like to see during the festival. Angie arrives to the committee meeting early and has taken the time to prepare information about some prospects that she has researched. Many of the other committee members have found information and made contact with companies and organizations in the county to see if they would fit in the festival. The committee chair is Hunter. Hunter shows up to the meeting late and informs the group of all the decisions and contracts he has signed for the festival. The group is absolutely furious and Angie is very disappointed. The committee speaks their opinion and Hunter is confused why everyone is upset. After all he is the chair, why can not he just make the decisions?

7. Paul and Derrick are camp counselors. They made a list of responsibilities that each one must finish before going to camp. Paul completed his but has found that Derrick has not completed anything yet. This frustrates Paul to the point where he does all of Derrick’s work and then treats Derrick badly while at camp. The two boys do not enjoy camp and they continue to argue while at camp in front of campers.

8. Irene has been nominated to be President for her community service group. After a close election she won and is now serving as President for the group. After being elected, she choose committee chairs from who she thought would best run the group. A few months later, she notices that attendance is down and many of the members seem upset. She finds out that many of the members do not agree with her method of choosing people and think that she is a bad president.