

Enhancing Relationships in School Communities

Conflict resolution skills ladder (The 2 minute model)

<i>Those who are still learning skills</i>		<i>Those who have learnt skills</i>
	3. Brainstorm options	
<ul style="list-style-type: none"> ❖ Limited to fight or flight options ❖ Focuses exclusively on own interests ❖ Argues for a position (which can be disguised as interests) 		<ul style="list-style-type: none"> ❖ Can generate a number of solutions to the problem ❖ Options include the interests of both parties
	2. Identify Interests	
<ul style="list-style-type: none"> ❖ Only expresses their position (or solution) ❖ Can't ask questions to elicit interests of others 		<ul style="list-style-type: none"> ❖ Can express own interests in terms of wants/needs/fears/concerns ❖ Can ask these key questions to elicit interests of others
	1. Set the Scene for cooperation	
<ul style="list-style-type: none"> ❖ Begins with a competitive statement ❖ Words, body language, tone of voice and facial expression give mixed messages 		<ul style="list-style-type: none"> ❖ Can make a cooperative opening statement ❖ Body language, tone of voice and facial expression consistent with cooperative approach
❖ Prerequisite skills ❖		
	Can empathize /perspective take	
<ul style="list-style-type: none"> ❖ Unaware of other person's feelings ❖ Can't read feelings accurately ❖ Can't 'hear' the other person's interests 		<ul style="list-style-type: none"> ❖ Can accurately read the emotions of other person ❖ Can respond sensitively & appropriately ❖ Can listen to the interests of the other person
	Can verbally express own thoughts and feelings	
<ul style="list-style-type: none"> ❖ Can't verbalise own thoughts and feelings ❖ Unaware of own thoughts and feelings (blames other parties) 		<ul style="list-style-type: none"> ❖ Has a large feelings vocab ❖ Can identify own thoughts and feelings
	Can contain/manage strong emotions	
<ul style="list-style-type: none"> ❖ Cannot contain/manage the emotion ❖ Yells, screams, fights, dissolves into tears, withdraws 		<ul style="list-style-type: none"> ❖ Can experience the emotion without losing control

Conflict/problem

From: Trinder, M., & Wertheim, E. H. (2007). Training teachers in building empathy and compassion in young people. In M. Kostanski (Ed.). *The Power of Compassion*. (pp. 152-161), Newcastle, UK: Cambridge Scholars Pub.