

		C16-L1	
Conflicts Resolution		Core Competency: C16	Level 1, Introductory
Identify problems of new employees			
Time to complete: 120 minutes			
Objectives	Upon completion of this lesson students will be able to: 1. Define and identify conflicts. 2. Understand the principles for resolving conflicts. 3. Understand the need for resolving conflicts.		
Cross Competencies	G41 Apply critical thinking skills G43 Demonstrate how to use group dynamics techniques G46 Describe how to work and communicate with diverse people at work and in the community o satisfy their expectations G48 Demonstrate an openness of change G50 Negotiate solutions to conflicts G51 Demonstrate politeness and civility G52 Demonstrate an ability to adapt to people and situations G55 Apply the problem solving process to complex problems G58 Identify ways to build mutual trust and respect H62 Demonstrate how to work effectively with others H65 Demonstrate listening skills which will result in gaining a clear understanding of information being conveyed. H79 Demonstrate an ability to learn from past experiences and others		
Core Standards	Career and Vocational/Technical Education: Content Standard 2, 3 and 5 Workplace Competencies: Content Standard 1 and 2		
Resources			
Materials in Lesson Plan	Other Supplies Required	Supplemental Resources	
<ul style="list-style-type: none"> • C16L1HO1 Conflict Resolution • C16L1ACT1 Conflict Resolution Practice • C16L1WS1 Conflict Resolution Assessment 	<ul style="list-style-type: none"> • 5x8 note cards and markers 	<ul style="list-style-type: none"> • <u>Conflict Resolution Bingo & Activities</u>, A 7-Session Program to Teach the Skills of Conflict Resolution, Arden Martenz, ©1995, mar*co products, inc. Amazon \$39.95 	

MCA	Portfolio Project	Guest Speakers	Program of Work
Civic Engagement	Indian Education for All	Career Pathways	Competitive Events
			Critical Thinking

Suggested Instructional Approach		Notes
Introduction	Since very few of us live in isolation, we interact with people all day long--with our family, our school mates, teachers, supervisors, co-workers, community, etc. Invariably our needs and wants clash--sometimes they're small disagreements and sometimes they are large. SCANS (the Secretary's Commission on Achieving Necessary Skills, 1991) identified the skill to negotiate--work toward agreements involving exchanges of resources, resolve divergent interests--as a competency necessary for a skilled workforce.	
Preparation	<ul style="list-style-type: none"> • Make copies of student handouts. • If you will be doing supplemental activities, make copies or arrange for the resource as needed. 	
	<ol style="list-style-type: none"> 1. Have students arrange their desks in a circle. 2. Pass out 5x8 note cards and a marker to each student. 3. Ask each student to write on the card one word which describes how they are feeling right now 4. Have students set the cards so everyone can see each other's responses. 5. Ask a few students to volunteer to explain why they are feeling that way 6. Explain to students that no matter what the situation, people come to the moment with different situations and points of view. These points of view can affect how we perceive an issue. 7. Distribute <u>C16L1HO1 Conflict Resolution</u>. Review the information with students. 8. Discuss students' responses to the example conflict. 9. Break students into small groups and use <u>C16L1ACT1 Conflict Resolution Practice</u>. Allow students time to work. 10. Review students' responses. Discuss the different ways students suggested solving the conflicts. 11. Discuss with students how conflicts impact the workplace. Brainstorm ways that internal conflicts affect business. 12. Ask students what kind of conflicts they have been involved in; how were they resolved? Have they ever made a choice they regret in solving a conflict? How does conflict resolution relate to the work ethics and values discussed in the previous lesson? 13. Present a movie, TV program or video to the class that shows a conflict and a resolution. Have the students do an analysis using <u>C16L1WS1 Conflict Resolution Assessment</u>. 	<p>"You Tube" has examples of Conflict Resolution...The Waterboy and The Office are good examples. Go to You Tube and search for examples that are appropriate for your class.</p>
Assessment	Resolution Assessments	

Supplemental Activities	<ul style="list-style-type: none">• Have students attend a community meeting (school board, political, etc.). Identify any conflicts that were presented at the meeting and how they were handled by the group. Did the group use a process similar to the guidelines presented in this unit? Was there some common ground on which the people could agree? How successful were they in resolving the conflict? Can use <u>C16L1ACT1 Conflict Resolution Assessment</u> to evaluate the meeting.• Have students search for newspaper or magazine articles that present a conflict or conflicts They should identify the conflict and issues involved, identify any solutions or alternatives given, and state how the conflict was resolved--if it was resolved. If it was not resolved, what are the ramifications for not having a resolution?• Have students watch movie "Freedom Writers" Follow up with discussion on conflict/resolution.	
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