



# Conflict resolution

## Definition

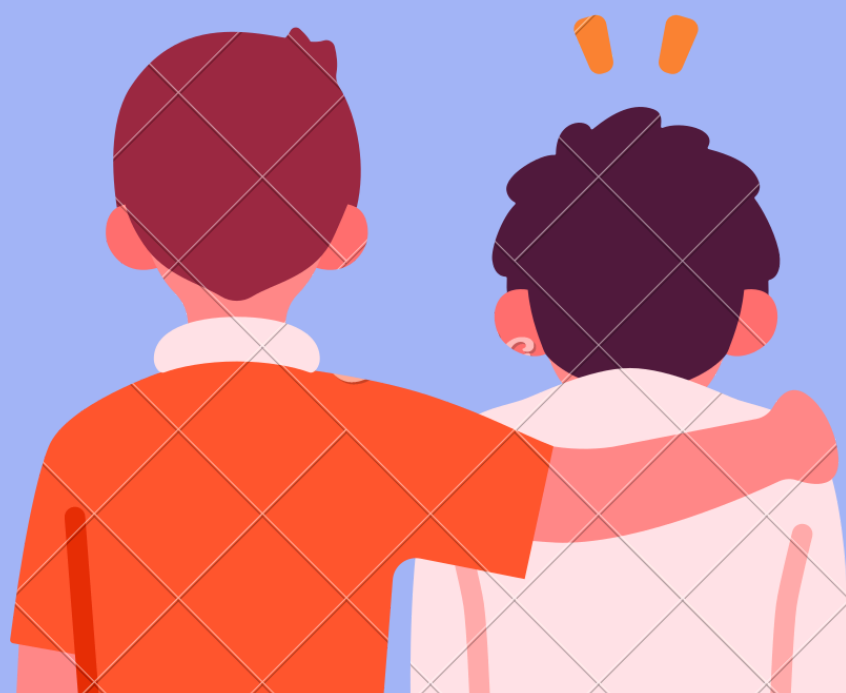
Conflict resolution refers to the process by which two or more parties, who have conflicting points of view, interests or needs, reach a mutual solution, without resorting to violence or aggression. This process involves understanding the problems, open communication and the search for a compromise or a solution that is acceptable to all those involved. In adolescence, conflicts can arise for various reasons: differences of opinion, peer pressure or difficulties in communicating with parents.

Adolescence is a period in which young people begin to form their identity, establish more complex social relationships and learn to manage conflicts. During this stage, adolescents may encounter conflicts with peers, parents or even with themselves. Resolving these conflicts effectively is essential for establishing good relationships and for social integration.

## How does it affect teenagers

Adolescents who develop conflict resolution skills are less likely to engage in aggressive or abusive behavior and will be better able to handle stress and social pressures. They will learn to negotiate and compromise, which is essential in an increasingly diverse and complex world.

On the contrary, the lack of conflict resolution skills can have significant negative effects on adolescents. A teenager who does not know how to manage conflicts may resort to impulsive, aggressive, or passive behaviors, which can lead to social isolation and the deterioration of interpersonal relationships.





# Conflict resolution and social inclusion

Resolving conflicts effectively is essential for establishing good relationships and for social integration.

An adolescent who knows how to tackle conflictual situations will have a greater ability to adapt to various social situations and cooperate with those around them. They will be able to express their points of view in a calm and respectful way, which will contribute to building trusting relationships and increasing self-confidence.

Also, the lack of a constructive approach to conflicts can lead to the perpetuation of a climate of tension, misunderstanding, and distrust in social groups, and such adolescents may be perceived as incapable of collaborating or solving problems in a mature manner.



## How to tackle it?

- **Learning effective communication:** Teens need to learn how to express their feelings and opinions without becoming aggressive or defensive, and to actively listen to others' points of view without dismissing them outright.
- **Managing emotions:** During a conflict, emotions can run high. Teens need to learn to control their emotional reactions, take deep breaths, and calm down before responding.
- **Finding winning solutions:** Teens must learn to seek compromise solutions, which meet the needs of all involved to the greatest extent possible.
- **Negotiation exercises:** role-playing games that involve negotiating and resolving hypothetical conflicts.





## Warm up questions

- How do you usually react when someone gets angry with you?
- Do you prefer to avoid conflict or face it directly? Why?
- Can you remember the last time you had a disagreement with someone? How did you handle it?
- Why do you think conflicts happen between people?
- Do you think it's possible to have a conflict without anyone getting upset? Why or why not?



## Questions for discussion

- What are some effective ways to calm down during a conflict?
- What is the difference between compromising and giving in?
- Why is listening important in resolving conflicts?
- What role does empathy play in conflict resolution?
- How can someone express their feelings during a disagreement without making the other person defensive?

## Find out more

- <https://www.investors.com/news/management/wisdom-to-live-by/conflict-end-with-targeted-resolutions/>
- <https://learnbywatch.com/3-ways-to-resolve-a-conflict-dorothy-walker-ted-institute/>
- <https://www.baamboozle.com/game/875893>





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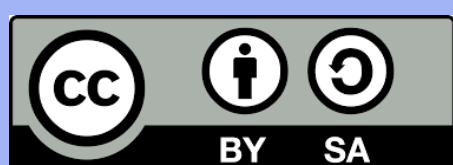
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