



## #5 Conflicts

### **YOU CAN FIND THAT EVERYWHERE!**

When people are together, conflicts can always arise. This is because everyone joins a group with their own opinions and interests. These opinions can differ.

Conflicts are often associated with anger and rage. That's why people avoid conflict.

But conflicts are not always bad! We can learn something about ourselves through them. We can find solutions to a conflict together and thus change the situation.

## PROCESS

No.	Content	Time	Material
1	Warm up	10 Minutes	Chairs, music
2	Definition	10 Minutes	Projector, Laptop, speaker
3	Conflict types	25 Minutes	Pens and paper
4	Iceberg Model	10 Minutes	pens
5	Conflict styles	20 Minutes	-
6	Advice for conflict resolution	15 Minutes	-
7	Conflicts in everyday life	20 Minutes	Maybe conflicts from 3

### 1.WARM-UP

#### Journey to Jerusalem

As many chairs as trainees are needed for this game. The chairs are placed back to back next to each other. The music starts and all the trainees run around the chairs. They must not touch the chairs. As soon as the music stops, they must quickly find a free chair. At the beginning, everyone finds a seat. But in each new round, a chair is taken away and the music starts again.

When the music stops again, everyone sitting on a chair can move on to the next round!

### 2.DEFINITION

The word "conflict" comes from Latin. It means "clash". In a conflict, different opinions or interests clash.

Today we are talking about conflicts between two people or within a group.

There are different types of conflict.

*Question for the trainees: Which types of conflict do you know?*



### **3. TYPES OF CONFLICTS**

The trainees are asked to find examples of five types of conflict from their everyday lives. Groups of two or three are formed for this purpose. The group writes at least one example of each type of conflict on a sheet of paper. At the end, everyone discusses the results.

#### **Factual conflict**

The conflict is over a specific issue. There are different opinions about this matter.

#### **Relationship Conflict**

Relationship conflicts arise from interpersonal problems. They are linked to strong feelings. If I don't like a person or they have a difficult personality, a relationship conflict can arise.

#### **Distributional Conflict**

There may be a situation where siblings, classmates or colleagues are treated better than me. In a distribution conflict, I have the feeling that I am being treated unfairly towards the other person.

#### **Conflicting Goals**

At least two people or parties are involved in a conflict of objectives. These two people have a different idea of what result or goal should be achieved.

#### **Role conflict**

People can have different roles (mother, girlfriend, daughter, teacher, ...). There can be role conflicts between the different roles. For example, a girl is a pupil and a friend. The parents expect their daughter to do her homework as a diligent pupil. However, the girl has a friend who wants to meet up with her after school. The girl is caught between two expectations.

## 4. THE ICEBERG MODEL

Only a small part of an iceberg is above the water surface. We can only see 10-15 %.  
A huge part remains hidden in the water.



It is similar with conflicts. We often only see the effects. The people involved see and hear the words, actions, threats or silence.

But many influences and reasons for the conflict are not visible. Or we are not aware of them. These include feelings (fear or envy), insecurity, opinions and interests.

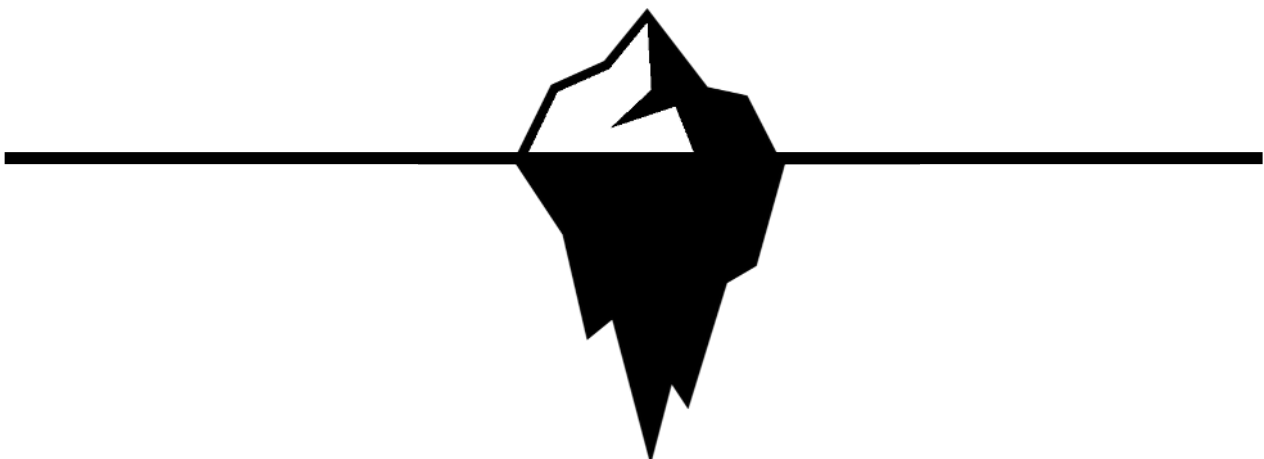
It is also important how well the people know each other and whether they like each other or not.

If you want to resolve the conflict, it is not enough just to talk about the visible parts of the conflict. The conflict can only be resolved properly if we know the causes.

*Question for the trainees:*

*What influences in the conflict can we see and hear? Write the visible influences at the top and the invisible influences at the bottom.*

Threat - history - injuries - envy - silence - interests - insecurity - fear - relationship - values - power - actions - sympathy - words - facts - wishes - habits



## 5. CONFLICT STYLES

Everyone deals with conflict differently. Some avoid conflicts others are looking for conflicts.

The trainees learn about five ways of dealing with conflicts. Examples are used to illustrate this.

### Assert yourself: Achieving your own goals

In order to achieve their own goal, one person threatens the other or exploits their power. The other person's goal is not achieved.

Example: A child does not want to go to sleep yet. But the parents know that it has to sleep. They put their child to bed and thus assert their interests.

### Giving in: The interests of the other are enforced

Some people find it difficult to tolerate arguments and conflicts. They want everyone to be happy. That's why they give up their own interests. The person might get annoyed or angry. Because they have lost the conflict.

Example: Two friends want to go travelling together. Layla wants to go to Paris. Hanna wants to go to the beach in Italy. They discuss it. At some point, Hanna gives in in disappointment. She gives up her wish. Because Hanna doesn't like arguing.

### The conflict is avoided:

Some people don't want to see conflicts. They try to suppress everything. Or they avoid the situation

Example: Amir's parents want him to tidy his room and do his homework. But Amir doesn't feel like arguing with his parents. So he goes out with his friends every day until the evening.

### Compromise:

In a compromise, both parties to the conflict give up part of their goal. But only in such a way that both can accept the solution. Neither side achieves the solution completely. But both gain or lose the same amount.

Example: Layla still wants to go to Paris and Hanna wants a beach holiday in Italy. They talk about it again.

They go on a short holiday in the mountains. Layla has given up her goal of going to Paris. Hanna has given up the beach holiday.

### Cooperation - A creative collaboration:

This is the most difficult way to resolve conflicts. In co-operation, both sides exchange their needs. Then a solution is sought. In the end, everyone should be happy!

Example: Layla and Hanna now talk in detail about what interests them and what they would like to do. It becomes clear: Layla really wants to go to France, but where exactly is not so important to her in the end. And Hanna thinks the most important thing for her is to be somewhere by the sea. So they plan a trip together to a small town by the sea. Both are very happy.

## 6. ADVICE FOR RESOLVING CONFLICTS

To resolve a conflict in a good and meaningful way, you have to talk about the situation. The trainees learn steps on how to deal well with a conflict.

### 1. Address conflicts promptly:

The longer a conflict lasts, the worse it gets. The conflict should therefore be addressed early on.



### 2. Choose a sensible place and time:

The atmosphere during the conversation should be calm and pleasant. And you should take your time.

Interruptions and time pressure make it difficult to find creative solutions. Conflicts between individuals are not discussed in front of a group.



### 3. Ask a third person:

Sometimes it can help to have a third party lead the conversation about the conflict. They can treat both sides as equals.



### 4. Find the source of the conflict:

It is important that both sides express their point of view. They should not be interrupted! "I-messages" should be formulated (e.g. "I have the impression that you are secretly talking about me. This makes me feel uncomfortable").

### 5. Look for possible solutions:

The conflict parties should be creative in their search for a solution. All ideas are mentioned. They are only evaluated later.



### 6. Evaluate ideas and decide:

The collected ideas for solutions are evaluated. The conflict parties check which ideas they can implement and agree on a solution idea.

## 7. Reach an agreement:

The solution found must be clearly stated (perhaps written down). All parties involved must agree voluntarily and clearly.



## 7.CONFLICTS IN EVERYDAY LIFE

The trainees now know about the types of conflict. And how they can deal with conflicts. Now they should think about it: How can I resolve the conflicts I have experienced well?

They can either use the conflicts they wrote down earlier or come up with a new one.

The trainees go back into the groups from before.

The groups then present their solution ideas.

The questions in the box can help you find solutions.

*Which people are involved in the conflict?*

*What triggered the conflict? Who has what interest?*

*How did the conflict unfold?*

*What is your opinion on this conflict?*

*Think about it: How would you resolve the conflict?*



## THE ONE-TO-ONE CONVERSATION

Discussion impulses:

1. Have you ever experienced a conflict that was resolved really well? Why did it work so well?
2. How do you behave in a conflict?
  - Do you address problems or do you tend to suppress them?
  - Do you stand up for your interests or do you tend to give in?
  - Is it easy for you to put up with an argument and why or why not?
3. Who do you talk to when you have a conflict with someone? Why is it this person?

## GOOD QUESTION!

We can really hurt others by what we say or do. Especially in conflicts, we hurt or harm others. How do you deal with it when you hurt someone else?

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