SCCR Scottish Centre for Conflict Resolution | **cyrenians**

Basic Principles-Conflict Resolution

Resources: Flipchart & Pens/Online breakout rooms	**Timing:** 20 mins

Introduction: Dealing with conflict on a daily basis whether in work or at home we tend to forget some of the behaviour basics just reacting rather than responding to an incident or an emotional outburst. Do we even know the basic principles of managing conflict, if we do, do we practice them, if we practice them, do they work…not all the time, I bet!

Purpose: The purpose of this activity is to allow participants to identify and recognise basic principles when managing conflict

Learning outcomes: Participants will identify basic principles of conflict resolution

Methodology: The session will be delivered with facilitated discussion, with question and answer activity.

Activity: In your groups discuss and note what you can identify are the basic principles when managing conflict?

Hand out flipchart paper to each group (Online) Create breakout rooms for small groups - ask groups to discuss and write a set of basic principles for managing conflict.

Example: (adapted from: Principles of Conflict Resolution–Mediate.com)

1. Think before reacting
2. Listen Actively
3. Apply fair process
4. Deal with the problem
5. If involved, take responsibility
6. Effective communication
7. Look for interests
8. What needs to change
9. Win, win options

Confirmation of learning: Confirm the learning and understanding by discussing the principles, why chosen.

Conclude by asking what would their core message be to others in a conflict situation?   ***"Do not make things worse"***