

28. ELEMENTARY CONFLICT MANAGEMENT PROCESS

Introduction and Ground Rules

- ① Decide who will work with the disputants, and who will make sure the rules are followed.
- ② Introduce yourselves.
- ③ Ask if they want to solve the problem. If so, as if they have tried to Peace Path. If they haven't, ask if they want to go try that first. If they have tried the Peace Path and now would like some help, continue on.
- ④ Get agreement to 4 rules:
 - NO INTERRUPTIONS
 - NO NAME CALLING OR PUT DOWNS
 - AGREE TO SOLVE THE PROBLEMS
 - AGREE TO BE HONEST

Defining the Problem

- ① Decide who will talk first.
- ② Ask person #1 to use an "I message" to tell what happened, how they feel, and why.
- ③ Ask person #2 to restate (paraphrase).
- ④ Ask person #1 if this restate is accurate or not, and to correct the restate if needed.
- ⑤ Ask person #2 to use an "I message" to tell what happened, how they feel, and why.
- ⑥ Ask person #1 to restate.
- ⑦ Ask person #2 if this restate is accurate or not, and to correct the restate if needed.

Finding Solutions

- ① Ask person # 1 to *think it through* and tell what s/he can do to solve their part of the problem.
- ② Get agreement from person #2.
- ③ Ask person #2 to *think it through* and tell what s/he can do to solve their part of the problem.
- ④ Get agreement from person #1.
- ✓ **Make sure you get a solution for each part of the problem!**
- ⑤ Ask each disputant what s/he could do differently if the problem happened again.
- ⑥ Ask them if the problem is solved.
- ⑦ **Ask disputants to tell their friends that the conflict has been solved to prevent rumors from spreading.**
- ⑧ Congratulate students for their hard work!

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