



LESSON 11

Finding Healthy Solutions to Conflicts

Student Learning Objectives:	National Health Standards:
1. Describe characteristics and steps of conflict resolution.	• Self Management and Interpersonal Communication
2. Practice using the steps of conflict resolution.	• Self Management, Interpersonal Communication, and Decision Making

Lesson Synopsis

Review the four skills for resolving conflicts discussed in the previous lesson. Discuss conflicts as a problem to be solved by everyone involved. Present the ACT WISE steps, a combination of steps students learned in earlier lessons. Review ways to speak and listen with respect. Tell students to walk away and get adult help if they're unable to resolve a conflict without violence. Use an example and worksheet for further explanation and practice. Review the benefits of conflict resolution.



Activity	Time in Minutes	Materials Needed
Introduction	2	• None
Teacher Input	10	<p>Health Education Materials</p> <ul style="list-style-type: none"> • Poster: "ACT WISE to Resolve Conflicts," Michigan Model for Health Clearinghouse • Poster: "Take a Stand! How to Speak Assertively" (Suggestion) • Poster: "Lend an Ear! How to Listen Respectfully" (Suggestion) <p>Teacher Manual Resources</p> <ul style="list-style-type: none"> • Teacher Reference: "Teaching the Skills for Conflict Resolution" (from Lesson 10) (Suggestion) <p>Supplied by the Teacher</p> <ul style="list-style-type: none"> • Writing paper (Extension Activity) • Pencils or pens (Extension Activity)
Application or Skill Practice	26	<p>Teacher Manual Resources</p> <ul style="list-style-type: none"> • Student Worksheet: "Helping Emily and Joshua Resolve Their Conflict" • Teacher Key: "Helping Emily and Joshua Resolve Their Conflict" • Teacher Reference—Assessment: "Assessment Checklist for Skill Development: ACT WISE to Resolve Conflicts" • Student Self-Assessment Checklist: "ACT WISE to Resolve Conflicts" <p>Supplied by the Teacher</p> <ul style="list-style-type: none"> • Pencils or pens
Closure	2	<p>Teacher Manual Resources</p> <ul style="list-style-type: none"> • Family Resource Sheet: "Helping Children Learn to Resolve Conflicts"
TOTAL	40	

Preparation

Prior to the Lesson:

- **Decide if you want to assess** student skill development. Lessons 11 and 12 in this unit focus on conflict resolution. A checklist, "Assessment Checklist for Skill Development: ACT WISE to Resolve Conflicts," is provided for you to use at the end of this lesson.
- **Decide if you want students to assess** their own progress. **Duplicate** the checklist, "ACT WISE to Resolve Conflicts," for students if you plan to have them use it. You may choose to use the checklists in this lesson or in Lesson 12.

For Teacher Input:

- **Review** the teacher reference, "Teaching the Skills for Conflict Resolution," from Lesson 10 if much time has passed since that lesson. (Suggestion)
- **Display the poster**, "ACT WISE to Resolve Conflicts."
- **Display the posters**, "Take a Stand! How to Speak Assertively" and "Lend an Ear! How to Listen Respectfully," to remind students of these skills. (Suggestion)

For Application or Skill Practice:

- **Duplicate** the student worksheet, "Helping Emily and Joshua Resolve Their Conflict," for each student. If possible, duplicate the worksheet on two different colors so students can find a partner with a different color. Students with one color are person A, students with the other color are person B.
- **Decide how you will divide your class into pairs** if you do not duplicate the student worksheet on different colors.
- **Read** the teacher key to the worksheet.


For Closure:

- **Duplicate** the family resource sheet, "Helping Children Learn to Resolve Conflicts," for students to take home.

LESSON PROCEDURE

Introduction: Review the four skills outlined in the previous lesson.




Approximately 2 minutes





Instructional Steps	Script & Detailed Directions	Extensions & Suggestions
<p>Review the four skills presented in the previous lesson's video.</p>	<p><i>In our last health lesson, we learned a respectful and non-violent way to manage simple conflicts to help keep our relationships caring and fun. Raise your hand if you remember the four skills.</i></p> <p>Answer:</p> <ul style="list-style-type: none"> • Stop, ask questions, and get the facts. • Listen to others. • Compromise. • Tell people how you feel and what you want in a calm way. 	 <p>Ask students to share any experiences they have had with using the skills from the previous lesson.</p>

<p>Link conflict resolution with skills learned in earlier lessons.</p>	<p><i>These skills can help you resolve many conflicts. It uses some of the health skills you have learned, such as assertive speaking and respectful listening.</i></p> <p><i>Sometimes we need to add a stronger strategy that will help us find a solution that works for everyone involved. This can happen, for example, if a conflict brings up really strong feelings, is complex, or has happened more than once.</i></p>	
<p>State the focus of the lesson.</p>	<p><i>Today you'll learn important steps you can use to find solutions to conflicts with other people.</i></p>	

Teacher Input: Frame conflicts as a problem to be solved by everyone involved. Present the ACT WISE steps. Review how to speak assertively and listen respectfully. Tell students to walk away and get adult help if they can't resolve a conflict without violence.

Approximately 10 minutes

<p>Instructional Steps</p>	<p>Script & Detailed Directions</p>	<p>Extensions & Suggestions</p>
<p>Discuss conflict as a problem both people need to solve together.</p> <p>Display the poster, "ACT WISE to Resolve Conflicts."</p>	<p><i>Sometimes people just agree to disagree because the issue isn't important enough to affect their friendship. Other times, the person who doesn't feel as strongly can let the other person have his or her way.</i></p> <p><i>But when two people disagree about something important to both of them, they have a problem they need to solve together. Most likely they can find something to agree about that will help them solve the problem and resolve the conflict.</i></p> <p><i>In one of our health lessons, we talked about using the ACT steps when something is bothering us. More recently we practiced using the WISE steps for making decisions that help us avoid trouble. When we disagree with someone, we can use both of these methods together and ACT WISE to resolve the conflict.</i></p> <p><i>These steps help us resolve conflicts:</i></p> <ul style="list-style-type: none"> • <i>Acknowledge to yourself how you feel.</i> • <i>Calm down so you can think clearly about what you want to do.</i> • <i>Talk with the person about how you feel and what you want.</i> • <i>What is the situation, and what is the best goal?</i> • <i>Ideas to think about.</i> • <i>Select the best idea and act.</i> • <i>Evaluate what happened.</i> <p><i>These are the same steps we used in other lessons, but now we'll combine them. The first group of steps, ACT, helps us start talking about the conflict in a healthy way. The second group of steps, WISE, helps us solve the problem.</i></p> <p><i>Two people use these steps together. Each person stops and thinks, and each person also speaks and listens.</i></p>	<p> Have students write papers about what kinds of disagreements aren't that important to them to resolve and what kinds are. For example, students probably wouldn't argue with a friend because one prefers chocolate ice cream and the other likes vanilla. However, if one person threw an ice cream cone at the other because he or she felt angry about something, they would probably want to talk about the problem and find a resolution.</p> <p> Review the teacher reference, "Teaching the Skills for Conflict Resolution," from Lesson 10.</p> <p> Ask the librarian to showcase books that involve conflicts between children.</p>

<p>Review assertive speaking and I-messages.</p>	<p><i>In our lessons about the ACT steps and assertive speaking, we talked about I-messages. The video we saw in our previous lesson taught about the importance of I-messages in solving conflicts. Raise your hand if you want to tell us what you remember about I-messages.</i></p> <p>Answer: I-messages are a respectful way to speak when something is bothering you. Start with "I" and talk about:</p> <ol style="list-style-type: none"> 1. How you feel about the situation 2. What the person did that upset you 3. What you want him or her to do instead <p>Use a pattern like "I feel . . . that [or 'when']. . . . Please. . . ."</p> <p><i>Using I-messages makes it easier to handle disagreements with other people. It is important to speak honestly and respectfully.</i></p> <p><i>We have also talked about using assertive body language when we speak to show we respect ourselves and others. What are some examples of assertive body language?</i></p> <p>Answers:</p> <ul style="list-style-type: none"> • Stand or sit up straight with relaxed shoulders and arms. • Look the other person in the eye. • Keep a smiling, relaxed, or open expression on your face. • Breathe normally, without holding your breath. • Talk in a friendly, relaxed way. • Keep your voice at a normal speaking level, not too soft or too loud. <p><i>When you disagree with someone, it is good to know how to protect your own rights through assertive and respectful behaviors like these.</i></p>	<p> Display the poster, "Take a Stand! How to Speak Assertively," from Lesson 5 as part of this review.</p> <p> Ask students to bring in examples of conflicts between characters in television shows, movies, or books who didn't speak with I-messages. Have students turn the original speech into I-messages. You might also read parts of books depicting conflicts and have the students write the ending using I-messages.</p> <p> Check that students remember the differences between assertive, aggressive, and passive behaviors. Remind students that acting like a bully is aggressive and not a helpful attitude for resolving conflicts.</p>
<p>Review respectful listening skills.</p>	<p><i>Of course, it's important to listen with respect, too. What are some things you can do to show you are listening well?</i></p> <p>Answers:</p> <ul style="list-style-type: none"> • Stop what you are doing. • Stand or sit in a relaxed way. • Look at the person. • Show openness by smiling or keeping your face relaxed. • Be quiet while the person speaks. • Ask related questions or make comments. • Summarize what the person says. <p><i>It may seem hard to listen when you disagree, but it is worth it. If you listen with respect, the other person will probably listen to you and help find a solution.</i></p>	<p> Display the poster, "Lend an Ear! How to Listen Respectfully," from Lesson 6 as part of this review.</p>

Helping Children Learn to Resolve Conflicts



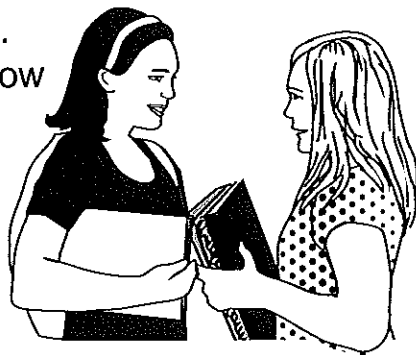
Resolving Conflicts in Non-Violent Ways

News reports tell us about violence every day. We all hope our loved ones will not have to face these problems. Violence has become so frightening that we can forget conflict is normal. When conflict is handled positively, it can lead to growth and learning. It is important to teach children skills to manage conflict so they can create healthy relationships and avoid trouble.

In school, your child has learned two positive ways to handle conflicts.

Working Things Out: Students watched a video that taught skills for handling problems between people:

- Stop, ask questions, and get the facts.
- Listen to others.
- Compromise.
- Tell people how you feel and what you want in a calm way.



An important part of resolving conflicts is being able to speak and listen in ways that respect yourself and other people. Class activities about resolving conflicts gave students more time to practice those skills, which were taught in earlier lessons.

Sometimes it is easy to resolve a conflict after people agree to work it out and listen to each other. They might quickly find a solution that works for everyone. Other times it is helpful to have a plan like ACT WISE to help solve the problem.



ACT WISE

ACT WISE: The ACT WISE plan listed below combines two sets of steps students have practiced in earlier lessons. Here are the steps your child learned for resolving conflicts:

1. **Acknowledge** to yourself how you feel.
2. **Calm down** so you can think clearly about what you want to do.
3. **Talk** with the person about how you feel and what you want.
4. **What** is the situation, and what is the best goal?
5. **Ideas** to think about.
6. **Select** the best idea and act.
7. **Evaluate** what happened.

Students learned that a conflict is a problem both people need to solve together. They team up to work through the steps in order. During steps 1, 2, and 5 (**Acknowledge**, **Calm**, and **Ideas**), each person focuses on his or her own feelings and ideas. During steps 3, 4, 6, and 7 (**Talk**, **What**, **Select**, and **Evaluate**), they talk with each other to find what would work for both of them. They act on the best idea and evaluate the results.

We taught students that the best goal in a conflict is to resolve the problem in a non-violent way both people agree is okay. Students' ideas for the best goal must get "Yes" answers to all five Check It Out questions:

- Does this idea follow my personal and family **values**?
- Will this idea help me stay **safe** and **healthy**?
- Does this idea follow family, school, and community **rules**?
- Does this idea show **respect** for myself and others?
- Could this idea really work, that is, is it **realistic**?



If students answer "No" to any question, they have to throw out that idea and move on to the next idea. Students also learned they can check out their ideas by talking with a trusted adult, such as a parent, other family member, or teacher.

Of course, settling a conflict requires both people to agree to try. Students learned that if someone won't work with them to resolve a conflict, they should walk away and get adult help. This is especially true if they think the situation might become dangerous or violent.

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Helping Your Child Practice

You can help your child practice using these ideas when a conflict comes up at home. Praise your child when he or she tries to resolve a conflict. Celebrate any successes!

Suggest using the ACT WISE steps to resolve conflicts presented in television shows or books. Work together to see if you can find new ways to resolve conflicts.

Show your child how you handle disagreements in daily life. You can use the ACT WISE method, too. Share with him or her other ideas you have for resolving conflicts. Your child will learn more from listening to and watching you than from anything else. You can help him or her get along better with friends and family members while building the skills needed for adult life.

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