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# SOFT SKILLS AS A TOOL FOR CREATIVITY IN RURAL AREAS PROJECT 2020-1-FR01-KA204-079841



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# CONFLICT RESOLUTION



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# **Module: Conflict Resolution**

## **Main objective of the module**

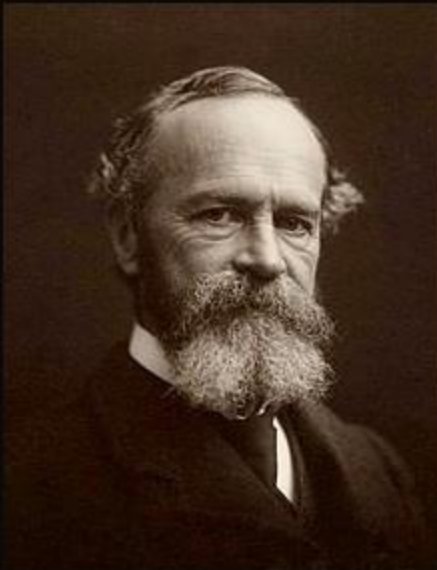
To understand the importance of skilful conflict resolution and to learn the techniques of this skill.

## **Module goals**

To learn how to deal with stress and how to achieve good emotions  
To learn different techniques of effective conflict resolution



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Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.

(William James)

izquotes.com

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# What is conflict resolution?



Conflicts arise usually because of differences between people. It is normal and natural that they appear because there will always be different approaches to work, different motivations and desires. It is even healthy to have a conflict every now and then to confront those differences but the question is how to deal with those conflicts.



# What is conflict resolution?



It is not good to ignore conflicts and do as if nothing happened because that way the conflict grows and stays until we actually solve it. Conflicts involve emotions so it is important to control them and resolve conflicts in an efficient way. The aim is to turn those into positive feelings of trust and forgiveness and letting go of the anger.





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# How to achieve positive feelings?

Good emotions allows you to work productively and cope with the stresses of everyday life. It can help you realize your full potential. It helps you work with other people and contribute to society. There are many ways to improve or maintain good emotional.





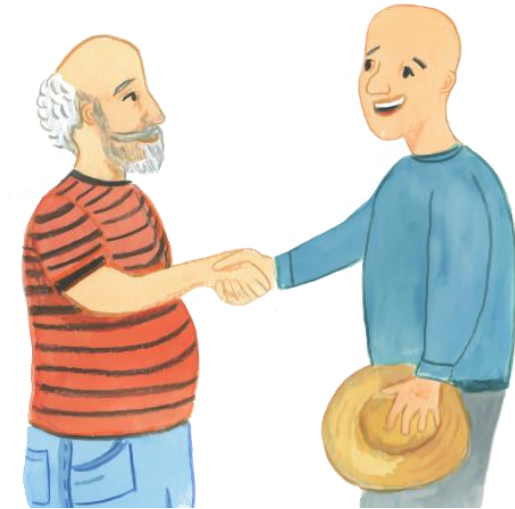
<b>Be aware of your emotions and reactions.</b>	<b>Pay attention to where your emotions are coming from. Think about how you can change the reasons for bad emotions.</b>
<b>Express your feelings in appropriate ways.</b>	Let people close to you know when something is bothering you. Keeping feelings of sadness or anger inside adds to stress.
<b>Think before you act.</b>	Give yourself time to think before you act. Try to calm yourself
<b>Manage stress.</b>	Learn relaxation methods to cope with stress. Perhaps a breathing practice will help.
<b>Strive for balance.</b>	Find a healthy balance between work and play, between activity and rest.
<b>Take care of your physical health.</b>	Keep your physical health from affecting your emotional health.
<b>Find purpose and meaning.</b>	Figure out what's important to you in life, and focus on that.
<b>Stay positive.</b>	Focus on the good things in your life. Forgive yourself for making mistakes and forgive others. Spend time with healthy, positive people.





# Useful skills in conflict resolution

What do you need to resolve conflicts in the most efficient way? There is a set of skills you can develop over time in order to control your emotions and be able to empathize with the other side. Those are some of the most important skills and assets that will help you in resolving conflicts:





# Active Listening

One of the most important steps in conflict resolution is to stop thinking about yourself and start listening to what the other person has to say. Conflicts rise out of differences and the goal is to see those differences, listen to their different point of view and think about their situation. There will be no dialogue without active listening. It is a way to connect and to crush the wall of anger, antagonism and egoism between the two parties. The clue of active listening is to have an open mind and to be flexible. For better understanding of the other side it is important to ask questions.





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# Emotional Intelligence

The clue of efficient conflict resolution is to recognise and understand emotions. People who are able to understand their own emotions and feelings will more likely have a different approach on solving conflicts. It is easier to enter a dialogue with a party you are having a conflict with. Understanding emotions results in understanding actions and spoken words. That way you can prevent the conflict from escalating because you understand why someone behaves as he/she does.





# Patience



Overcoming conflicts is a long and arduous process. For a long time people persist on their arguments not willing to compromise. Fact is, that both parties are partly wrong and partly right but the problem is that no one likes to admit to be wrong. That is why you should train your patience if the other party is too persistent. Even after admitting to be wrong it can take a lot of time to find a joint way to resolve the conflict. It is not clever to rush to a solution. It is better to be patient, to talk the conflict thoroughly through to be sure every little detail is solved. That way there will be no doubts in the future.



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# Positivity

Finding a solution has to be win-win situation. A conflict is not solved efficiently if neither of the parties is unhappy. When you decide to compromise it is crucial to accept your mutual decision and to be content about it. If one party is not happy with the outcome it will be hard to follow what you decided and the conflict could rise again. Having a positive view of solving the conflict motivates you to do it well and improves the relationship after the resolution.





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# Open Communication

Sometimes people rush to a solution avoiding some point of the conflict thinking it is not important enough to talk about it at that moment in order to end the conflict. However in order to resolve 100% of the conflict you have to communicate all your arguments. Being open about all your doubts and issues is very important for the relationship after solving the conflict. It is crucial to resolve every single detail. That way the issue will not arise in future conflicts again because it was clearly communicated and solved right away.







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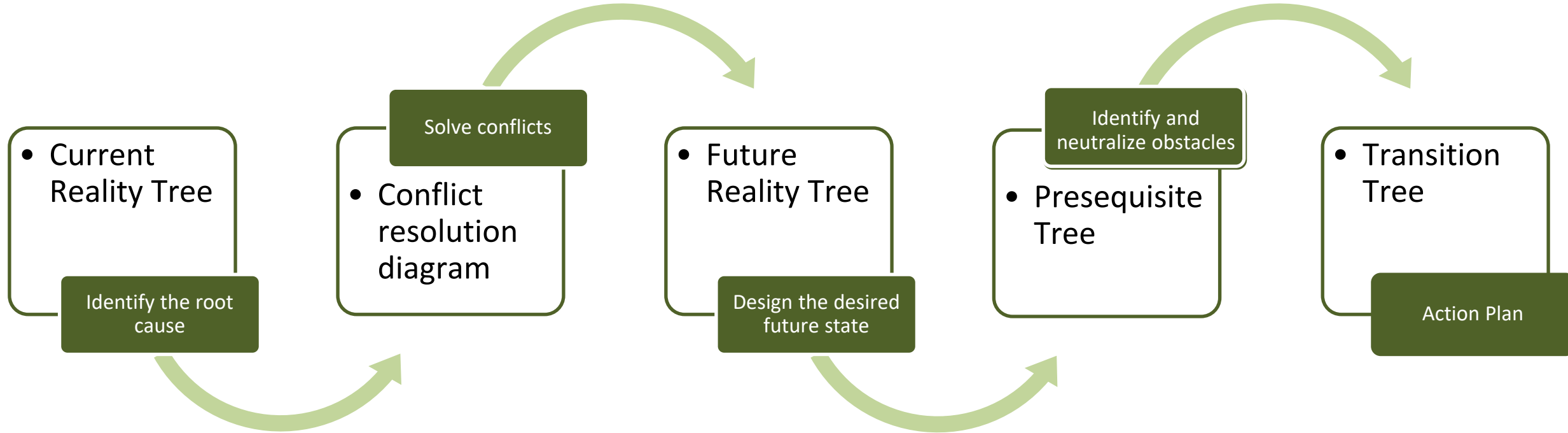
## Conflict Resolution



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## Conflict Resolution





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# How to effectively resolve conflicts?

If the conflict is solved in the right way, the atmosphere can be cleaned and the bond between people is stronger than before the conflict. But what is efficient conflict resolution? It is a process of two or more parties working through a problem toward a solution. This solution is not one to dismiss the dispute but to find a productive way out of the conflict. Solving a conflict gives people the opportunity to grow a deeper relationship and to build trust to one another knowing that this relationship is able to get through hard times. Facing the conflict can result best for both involved parties.



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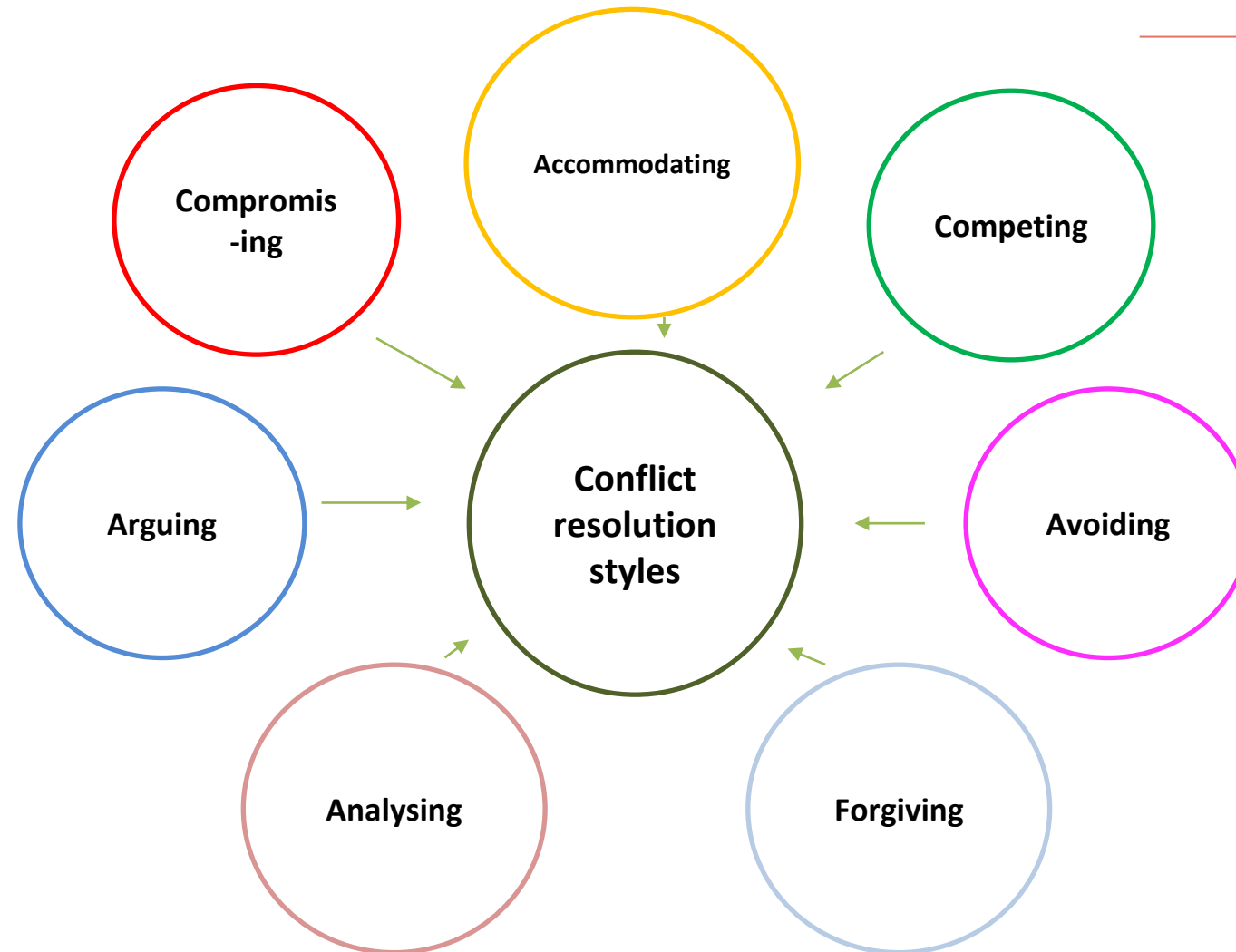


To solve a conflict the two parties have to stop fearing the conflict. Often people avoid conflict resolution out of fear, that it won't end positive. On the contrary, it is always positive to enter a dialogue and to hear out that the other side has to say without thinking of one's own needs but listening to what matters to the other side. Efficient conflict resolution provides the ability of seeking compromise respectfully and to avoid injustice among friends, family members or co-workers.

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# Conflict Resolution Styles

**Analysing** – The first step in efficient conflict resolution is analysis. Ask yourself supporting questions such as What, Who, Where, When, Why, How, How much. Remember to ask these in context to your problem. Think about the answers, analyse the causes carefully, think about possible solutions and the consequences of the decisions made. With this simple method, you will avoid misunderstandings and your process will start with a good definition understood by everyone involved.

**Arguing** – An important stage is argumentation. It is good when you clearly express your opinion, which is supported by a number of sound arguments. In this way, you show the interlocutor your point of view and let others know that you know what you are talking about and are acting consciously. This will help them to better understand your position and rationale.





# Conflict Resolution Styles

**Compromising** – Each party gives up part of their expectations. This is a conscious decision, but it does not satisfy either party. Most often, conflict participants try to divide the solution into equal parts for both parties. This requires accepting many concessions and making hard decisions in the name of good cooperation. Compromise tends to be fragile, and negotiating it takes time and effort. A satisfactory compromise requires a high level of trust and confidence that we will not be asked to make further concessions.

**Accommodating**- This is how people who are not assertive enough or who sacrifice themselves for the sake of conflict resolution behave. On the surface, it may seem that such a laudable attitude lays the foundation for a good relationship in the future. Unfortunately, too many people are only focused on fulfilling their own selfish aspirations. It is important to keep a close eye on the other party's intentions. It is worth considering whether this alignment with others will bring us success or failure.



# Conflict Resolution Styles

**Collaborating-** This way of resolving conflict offers the best chance of maintaining a good relationship and allows each party to have their needs largely met. It also builds trust, which is a foundation for future interactions. Unfortunately, sometimes this strategy is time consuming, difficult and requires trust and honest articulation of expectations. In addition, developed psychosocial competences, especially high emotional intelligence, and communication are useful.

**Competing-** Those who choose such tactics want to get the most for themselves and have no regard for the needs of the other party. This strategy is often chosen by people who have an advantage over the other side and who want to consciously use this advantage. Also people who like competition are open to this way of solving conflicts. The advantage of this strategy is that if we win, we get what we want. Of course, there is always the risk of us losing. The disadvantage is that the other party will feel used and may avoid future contact with us. This is winning at the expense of the relationship, which may be beneficial for a one-off interaction, but does not build trust or future prospects.



## Conflict Resolution Styles

**Avoiding-** We pretend that there is no conflict or we get out of the way. Usually, such tactics are not good because we deprive ourselves of the chance to even make our point, let alone convince the other side. It is also rare for a conflict to go away on its own. However, "sweeping it under the carpet" may cause the conflict to escalate and lead to an uncontrolled outburst. However, there are situations when avoidance is beneficial, for example when a confrontation would be too risky for us because we are temporarily in a bad psychological or physical condition.

**Forgiving-** Forgiveness - is an individual process. Reconciliation - is a relational process that requires the participation of both parties. It presupposes forgiveness on one's part and forgiveness on the part of the offender. Forgiveness - means that you have to move past, transcend the hurt. Decide and go through a successful emotional healing process. It is worth noting that we relate differently to the person we have already forgiven even non-verbally (wordlessly, through gestures, facial expressions, etc.). This is a very important part of conflict resolution, because growing insinuations or hurtful words and behaviors are good to clarify and simply forgive and move on.



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# Test Your knowledge!

1. What are useful skills in conflict resolution?

- a) Active Listening, Emotional Intelligence,
- b) Patience, Magnanimity
- c) Positivity, Nice attitude

2. Why is it important to achieve positive feelings?

- a) Good emotions are healthy for your body and mind.
- b) Good emotions allows you to sing and be happy.
- c) Good emotions allows you to work productively and cope with the stresses of everyday life.



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3. What are the correct steps during conflict resolutions?

- a) Identify the root cause, Design the desired future state, Identify and neutralize obstacles
- b) Solve conflicts, Design the desired future state, Forget about everything
- c) Identify and neutralize obstacles, Action Plan, Never do it again

4. Which of the following is correct the conflict resolution styles?

- a) Interrupting
- b) Collaborating
- c) Being nice

5. Why is conflict resolution skills important?

- a) Helps to settle things peacefully, and to stay in good relationships
- b) Helps to solve problems quickly
- c) Every skill is good



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# Answers

1. A
2. C
3. A
4. B
5. A





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