



Name: .....

Date: .....

# Conflict Resolution: Independent Learning Guide

The role models in the video "Conflict Resolution" explain the importance of having strong conflict resolution skills in your life and for your future career. Listeners learned that there are many healthy ways to resolve conflicts.

Watch the video "Conflict Resolution" at least once. Then read each statement below. Think carefully about each question before you answer it.

- 1. Conflicts are inevitable. Throughout your life, at work, and at home, you will find yourself in situations where you need to resolve a conflict.

What tips and tricks did the role models provide to help resolve conflicts in a healthy way? How could you apply these tips or tricks to your own life?

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- 2. Listeners learned that resolving conflicts is easiest if they can avoid feeling upset or taking the conflict personally.

Think of a recent conflict that you were involved in. How did you feel during the discussion? What things went well? What things could have gone better? What lessons did you learn that you can use in the future to resolve conflicts more easily?

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- 3. One role model told us that the most important thing she does when faced with a conflict is to "assume best intentions".**

What does it mean to "assume best intentions"? Why do you think this could be such a valuable perspective to take when trying to resolve a conflict?

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- 4. Another role model shared that she likes to "feel like the rock in the stream" when trying to resolve a conflict.**

How could feeling like "a rock in the stream" help you resolve conflicts in a healthy way? What actions could you take to be "a rock in the stream" during your next conflict?

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- 5. One role model told us that to be a good team player, you have to communicate and be able to resolve conflicts without any hurt feelings.**

Why is it important to be able to resolve conflicts without hurting anyone's feelings?  
What words or actions might you use to help ensure you don't hurt someone's feelings?  
What words or actions should you try to avoid? Why?

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6. One role model told us that, "Saying, 'I'm sorry,' is a sign of courage. It shows that you are a leader, that you have reflected on the situation, and that you can get past it."

Why does it sometimes feel hard to apologize? What can happen if you don't apologize to a family member or friend? To a coworker or boss?

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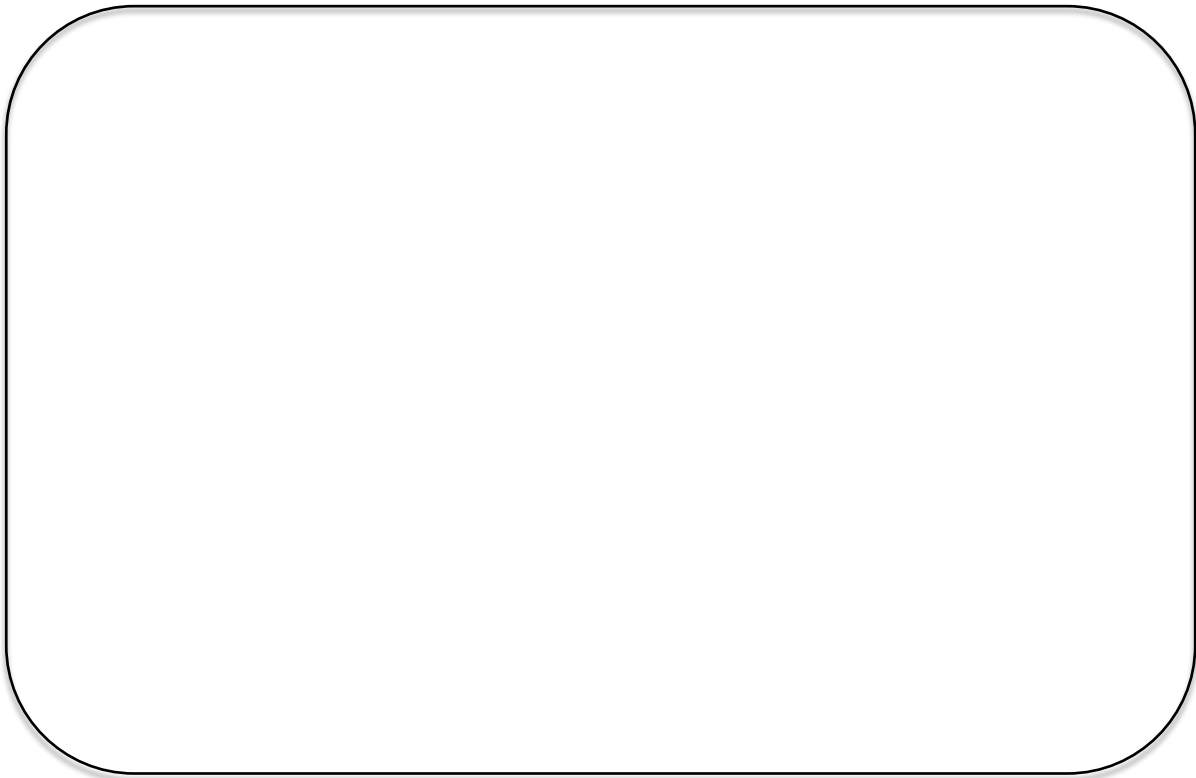
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7. Use the first space below to write or draw about a conflict. Then, in the second space, write or draw about a possible resolution.

Conflict:



Resolution:

