

Study Guide

Directions: Answer each question with the information you learned in Chapter 7. Write your answers in complete sentences on the lines provided.

1. What is a conflict?

2. Name two types of conflicts. Give an example of each.

3. What are three causes of conflict?

4. What options should a person consider before deciding on which action to take—face the conflict or ignore it?

5. What are the dangers of getting involved in a conflict?

6. What is conflict resolution?

7. What are the six steps to conflict resolution?

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Chapter 7 Conflict Resolution *Continued*

8. What is tolerance?

9. Why is tolerance vital to preventing and resolving conflict?

10. What is anger management?

11. What are two types of anger? How are they different?

12. Identify two ways to positively deal with pent-up anger.

13. Identify two ways to positively deal with hot anger.

14. What is negotiation? What communication skills does it involve?

15. Name three guidelines for negotiating to solve a problem.

16. When is mediation necessary?

Responding to Conflicts

Directions: Look at each situation below. Circle the letter of the choice you most likely would make. Then briefly describe why you would handle the situation in this way.

What choice would you make? You walk into the restroom. Two students are physically fighting, throwing punches, and shoving each other. Do you:

- A. Get involved by trying to break up the fight yourself?
- B. Quickly go to find an adult to whom you can report the fight?
- C. Stand to the side and watch the fight continue?

Rationale for your choice: _____

What choice would you make? You intercept a note that is being passed between two classmates. You read that a friend of yours is going to be bullied after school as he tries to walk home. Do you:

- A. Give the note to an adult and report what you read?
- B. Continue to pass the note to its recipient?
- C. Walk home with your friend to help protect him?

Rationale for your choice: _____

What choice would you make? A student in your math class is continually made fun of by other students. No one helps this student, and the teasing is done so that the teacher doesn't hear it. It is clear that the comments are hurtful to this student. Do you:

- A. Tell the other students to quit teasing this student?
- B. Tell the teacher after class what is happening?
- C. Do nothing, so the teasing continues?

Rationale for your choice: _____

The Conflict Resolution Process

Directions: To effectively handle conflicts, you must be prepared. Work through the conflict resolution steps below to plan how you would resolve the conflict presented in the scenario that follows.

Scenario: You are a coeditor on the school yearbook staff. You and the other editor are having a disagreement over the cover design for this year’s book. You want something simple with geometric lines; she wants an elaborate artistic design. The deadline for a decision is tomorrow; you two are not on speaking terms today. A decision must be made or you will not receive the completed yearbooks in time for the end of the year. How will you resolve this conflict?

1. Define the Problem:	
2. Suggest a Solution:	
3. Evaluate Your Solution:	
Pros	Cons
4. Compromise:	
5. Brainstorm:	
Alternate Plan A	Alternate Plan B
6. Seek Help: Possible Mediators for the Conflict	