CONFLICT SOLVING WITHIN GROUP SOCIAL MENTORING

INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

WHAT IS CONFLICT?

YOUR OPINION

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Conflict

- It is a confrontation of different goals, interests, positions, opinions or attitudes, serious frictions, when unpleasant feelings or experiences takes over a person.

Conflict

It is a fight for:

- Values,

- Interests

- Claims for some status, power and resources,

When opponents seek to neutralize each other, to make some waste or destroy each othe.

Lewis Coser

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Conflict

Characteristics:

- Expressed fight

- Incompatible goals

- Limited resources

- The dependency of conflicting sides on each other

Conflict

- Threat

Or

- Opportunity

Are there positive conflicts? Ex:?

Positive results of the conflicts

- New and better ideas are found
- Necessity to search for new opinions and methods
- Raising of long ripen problems
- People have to express their attitude
- The tension emerged during the conflict promotes interest and creativity
- People have the opportunity to test their skills and competences.

Negative results of the conflicts

- Some people feel defeated and humiliated

- The mistrust and distrustfulness takes over

- People and groups who should cooperate, refer only to their narrow interests

- The active or passive resistance starts dominating where the team work is essential

If there were no conflicts…

- The relationships would become boring.

- Conflicts mean activeness, liability and attachments.

- Conflicts could help to suspend exhausting and to improve the relationships – it is important to understand and accept the conflict.

- People avoiding the conflicts rarely pay the attention to their problems and solve them.

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The cause of the conflicts

- Different values

- Different understanding

- Psychological needs

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The cause of the conflicts

- Different = Incorrect
- Situation

Win – loose

But the essence is not in the differences but how we accept and understand them. Differences are not positive nor negative.

- Different = Different
- Situation

Win - Win

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The cause of the conflicts

- Misunderstandings
- Dishonesty
- Neglect
- Attitudes
- Too big confidence in justice
- Fear
- Secret intentions

Conflicts in the group mentoring

The types of the conflicts

According the duration

- Short term (pending and easy solved)
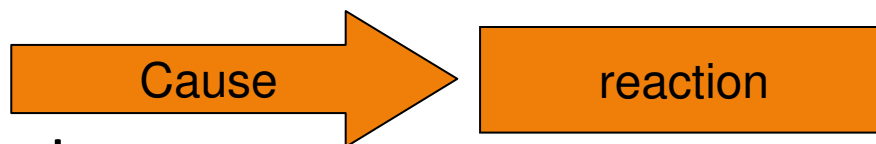- Long term (unsolvable or delayed or some solutions could not be find very fast. Ex: conflicts of values)

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The types of the conflicts

According to the difficultness:

- **Simple**

Cause → reaction

- **Difficult**

Cause → Restraint → Keeping the wound →

Inadequate reaction

Incidental cause ←

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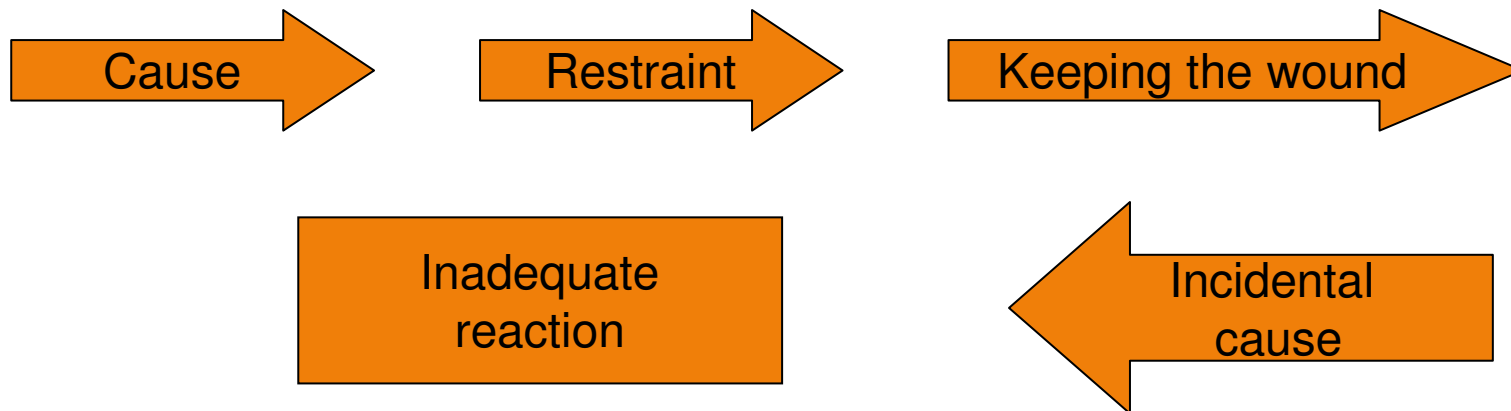
Typical behaviour during the conflict. Nonverbal behaviour

- Faster and more active movements – knocking with the fingers or by the foot, waving with hand or some things

- More gesticulating or otherwise

- Speaking louder or speaking ostentatiously calmer that usually

- Speaking much faster

Nonverbal behaviour

- The eye contact avoidance
- Changes the face expression – reflects all negative emotions
- The face expression is more active that usually
- The face becomes red or white
- The breathing becomes faster

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Verbal behaviour

- Denying
- Opposing
- Rebuking
- Accusing
- Ignoring
- Devaluing the importance
- Arguing
- Interrupting

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Verbal behaviour

- Keeping one's opinion

- Threatening

- Avoiding answers

- Moralizing

- Summarizing

- Indicating

Verbal behaviour

- Commanding
- Criticizing
- Evaluating
- Forbidding

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The dynamics of the conflict

- **The recognition of physical and emotional reactions**

– The recognition of verbal and nonverbal reactions and emotions

- **The perception of the feelings**

– How am I feeling? Why? How is the other person feeling in this situation? Why?

- **The perception of wishes and aspirations**

– What is everyone seeking for?

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The dynamics of the conflict

- **Search for a solution**

– How could both conflicting sides have what they want? To think about all possible solutions.

- **Realization of the solution**

– Choosing and agreeing to realize the solution suitable for both conflicting sides.

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When talking about the conflicts, why it is important to say "No"

- Rough and harsh repulse, refusing to give the answer a person wishes could be a cause of the conflict.

- If we are always saying "Yes" in our lives, finally we promise more than we could keep and then we have to think out something to help us…

- Time management, knowing how to have some time for you not only for others and their problems, helps you to live calm and more balanced life.

Why it is hard to say "No"?

- We were nurtured to be the good persons and we think that saying "No" will make us bad persons.

- Most of us tend to be savers and to repress our needs in order to fulfill others' needs – especially those who are authorities or the important persons for us.

- We are afraid that if we would say "No" they will repudiate us and will not want to communicate with us (fear of alienation).

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How to solve a conflict?
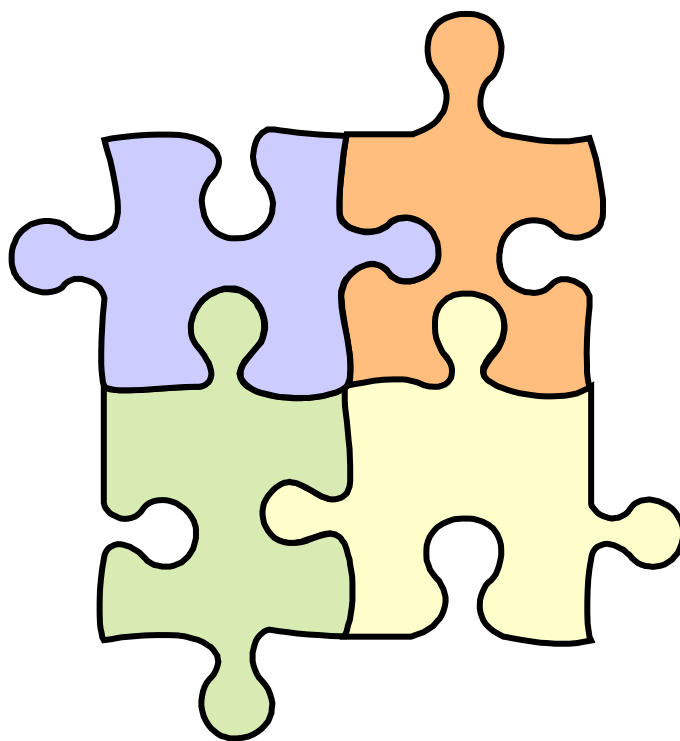
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The strategies of behaviour during the conflict situations

- Win – Loose.

- Adapt - Withdraw.

- Share fifty-fifty.

- Win – Win.

The "guiding" of the conflict to common solution - to cooperate

- "Release the steam"
- Concretize the complaint
- Agree that all accusations or reproaches have the reason
- Explain how are you evaluating the situation
- Find a solution acceptable for both sides

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What conflict solvers are we?

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- It is impossible to be ideal in a conflict.

- Try to avoid conflicts.

- Good luck!

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