

I'm Glad That's Settled 12



» Lesson Objective

Upon completion of this lesson, you will be able to offer solutions for resolving conflict situations.

» Expression Check

- Why don't we work things out between the two of us?
- Let bygones be bygones.
- Why don't you guys just kiss and make up?

1. Warm Up Activity

Talk about the questions.

1. What strategies do you know to resolve conflict?
2. Do you prefer to deal with conflict openly or to pretend that nothing is bothering you?
3. Are you quick to forgive, or do you tend to hold grudges?

2. Language Note

Check out slang and idioms and practice useful expressions.

Slang and Idioms

- a) **Bury the hatchet** : people having a quarrel decide to forget the fight and be friends again
- b) **Water under the bridge** : something terrible happened, but it is no longer seen as important
- c) **Clear the air** : talk openly about something causing conflict
- d) **Devil's advocate** : you pretend to argue the opposite side of the issue

Useful Expressions

1. Why don't we just let bygones be bygones?
2. I think you guys should just kiss and make up.
3. Let's work things out between us.
4. I'm sorry. Please forgive me.

Role-play

Act out the role-play using the slang and idioms and useful expressions.

Situation

You and your partner have just had a big fight over something that you both feel is very important. You do not want this fight to ruin your friendship, so you have called your partner to clear the air and work things out between you.



3. Ke



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• Cons: Ti consum consum

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★ WIN-

3. Key Conversation

 Practice the dialogue and talk about the questions.

Working Things Out

- Karla** April, there you are! Why haven't you been answering my messages? I've been worried sick about you!
- April** Yeah, I turned my phone off. I just needed to be alone.
- Karla** Still bothered about that fight with Michelle last week, huh? Well, if it means anything, I know that she's pretty sorry about the things she said, and she's ready to make amends for what happened between you guys.
- April** Yeah. Whatever.
- Karla** April, wait. Can't we just let bygones be bygones? I mean, the three of us have been best friends since we were kids.
- April** I suppose this was all some big misunderstanding, right? Water under the bridge?
- Karla** April, she never meant to hurt you. Besides, I'm sure you said some things that you regret too, right?
- April** Yeah, you're right. I just don't understand why she is always doing this kind of thing, you know?
- Karla** Why don't you ask her? I'm sure that she'll tell you and you can work these things out.
- April** Thanks, Karla. You are a true friend.



Questions

1. Why do you think April is so angry at Michelle?
2. Do you think Karla was right to get involved in her friends' fight?

Descriptions of the *Five Conflict Management Styles*

Collaborating Style	Competing Style	Avoiding Style	Harmonizing Style	Compromising Style
<p>Problems are solved in ways in which an optimum result is provided for all involved.</p> <ul style="list-style-type: none"> • Pros: Creates mutual trust, maintains positive relationships, builds commitments • Cons: Time consuming, energy consuming 	<p>Authoritarian approach</p> <ul style="list-style-type: none"> • Pros: Goal-oriented, quick • Cons: Time consuming, energy consuming 	<p>The non-confrontational approach</p> <ul style="list-style-type: none"> • Pros: Does not escalate conflict, postpones difficulty • Cons: Unaddressed problems, unresolved problems 	<p>Giving in to maintain relationships</p> <ul style="list-style-type: none"> • Pros: Minimizes injury when we are outmatched, relationships are maintained • Cons: Breeds resentment, exploits the weak 	<p>The middle ground approach</p> <ul style="list-style-type: none"> • Pros: Useful in complex issues without simple solutions, all parties are equal in power • Cons: No one is ever really satisfied, less than optimal solutions are implemented

3 Outcomes of Conflict

- ★ WIN-WIN ★ WIN-LOSE ★ LOSE-LOSE

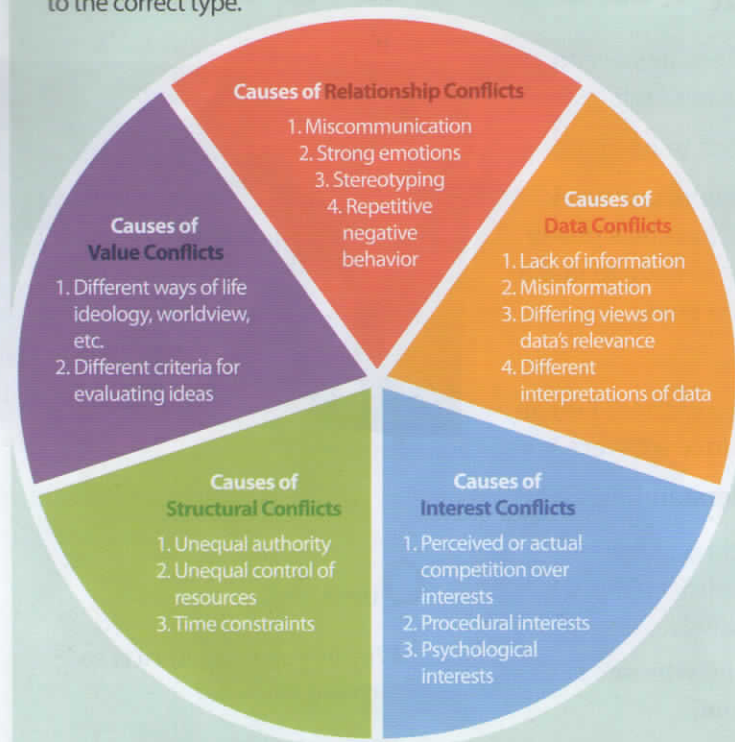
Q1. How do you usually resolve conflicts at work?

Q2. When resolving conflicts, who usually wins?

In the Eye of the Storm

If you would like to sharpen your conflict resolution skills, you should learn to recognize conflicts by type. Once you know the type of conflict, you will also know its causes and will then be better able to intervene effectively.

Let's practice your conflict resolution skills. Match each conflict to the correct type.



Conflict Situations

- 1 Jane invited the guys from her investment club to a New Year's Eve party. Nick fears the worst: a night of dividend forecasts and bond yields!
- 2 It is hot, and Jane feels like lemonade. Nick, however, wants to make his specialty lemon cheesecake.
- 3 Nick is a convert to the health benefits of organic food. Jane remains skeptical.
- 4 Jane does not appreciate Nick's ideas on what to do with an inheritance from her grandmother.
- 5 Nick can never pass a homeless person without reaching for some loose change. Jane calls him "an enabler."
- 6 Jane wants their teenage son to follow his heart and study music. That sounds foolish to Nick, who sees prestige and money in medicine or biotech.
- 7 All this arguing has really gotten to Nick. He's constantly snapping at Jane, and she does not like it!

Answers: 1=Relationship; 2=Interest; 3=Data; 4=Structural; 5=Values; 6=Data; 7=Values; 8=Relationship

Q1. What conflicts can you relate to? How were they resolved?

Q2. Why do you think conflicts happen?

4. What Would You Do?

Let Bygones Be Bygones

Three weeks ago, you had a major fight with your best friend of ten years. You realize that you said some hurtful things to each other in the midst of your fight, and you feel pretty bad about it. You have not spoken to each other in the entire time since the fight. You still feel hurt by the fight, but you do not want to lose your friendship because of this fight.

What would you do in this situation?

5. Cultural Discussion Questions

Read the passage and talk about the questions in as much detail as possible.

An Outside Perspective

Sometimes, if a conflict becomes too serious, the people involved in the conflict are not able to solve the problem by themselves. It is during these times that outside mediators are brought into the situation in order to negotiate peace between the two sides. Often, these mediators are people who know us, such as trusted friends or family members, but there are also professional counselors, priests, or lawyers who can help to get an outsider's perspective on the situation.



1. Is it common in your country to bring your conflict to a mediator, or is it more common to solve disagreements on your own?
2. Is it easy to forgive and make peace after a fight?

Finding My Conflict Management Style

We each have our own way of dealing with conflict. The following five major styles of conflict management techniques will help you resolve conflicts.

Each statement below provides a strategy for dealing with a conflict. Rate each statement on a scale of 1 to 4 indicating how likely you are to use this strategy.

1=Rarely | 2=Sometimes | 3=Often | 4=Always

Be sure you answer the questions indicating how you would behave rather than how you think you should behave.

1. I explore issues with others so as to find solutions that meet everyone's needs.
2. I try to negotiate and adopt a give-and-take approach to problem situations.
3. I try to meet the expectations of others.
4. I would argue my case and insist on the merits of my point of view.
5. When there is a disagreement, I gather as much information as I can and keep the lines of communication open.
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible.
7. I try to see conflicts from both sides. What do I need? What does the other person need? What are the issues involved?
8. I prefer to compromise when solving problems and just move on.
9. I find conflicts challenging and exhilarating; I enjoy the battle of wits that usually follows.

10. Being at odds with other people makes me feel uncomfortable and anxious.
11. I try to accommodate the wishes of my friends and family.
12. I can figure out what needs to be done, and I am usually right.
13. To break deadlocks, I would meet people halfway.
14. I may not get what I want, but it is a small price to pay for keeping the peace.
15. I avoid hard feelings by keeping my disagreements with others to myself.

How to score the Conflict Management Quiz:

To find your most preferred style, total the points in the respective categories. The one with the highest score indicates your most commonly used strategy. The lowest score indicates your preferred strategy. However, if you are a leader who deals in conflict, you may find your style to be a blend of styles.

Style	Corresponding Statements	Total
Collaborating	1, 5, 7	
Competing	4, 9, 12	
Avoiding	6, 10, 15	
Harmonizing	3, 11, 14	
Compromising	2, 8, 13	

6. If You Ask Me

Read the discussion topic and select the statement that you believe in the most. Then role-play the scenario.

The Benefits of Forgiveness

It can be difficult to forgive someone after they have hurt you. It can especially be difficult when they seem to not really deserve your forgiveness. People sometimes confuse forgiveness for condoning the other person's behavior and allowing them to hurt you again. However, forgiveness has many benefits. For example, forgiveness helps to lower blood pressure and stress, helps you sleep better at night, and heals broken relationships.

Topic Question If someone hurts you, is it better to forgive them, or to not trust them again?

Supportive Opinion

VS

Non-Supportive Opinion

WRAPPING UP!

Tell four things that you learned from this lesson and review.

1.
2.
3.
4.