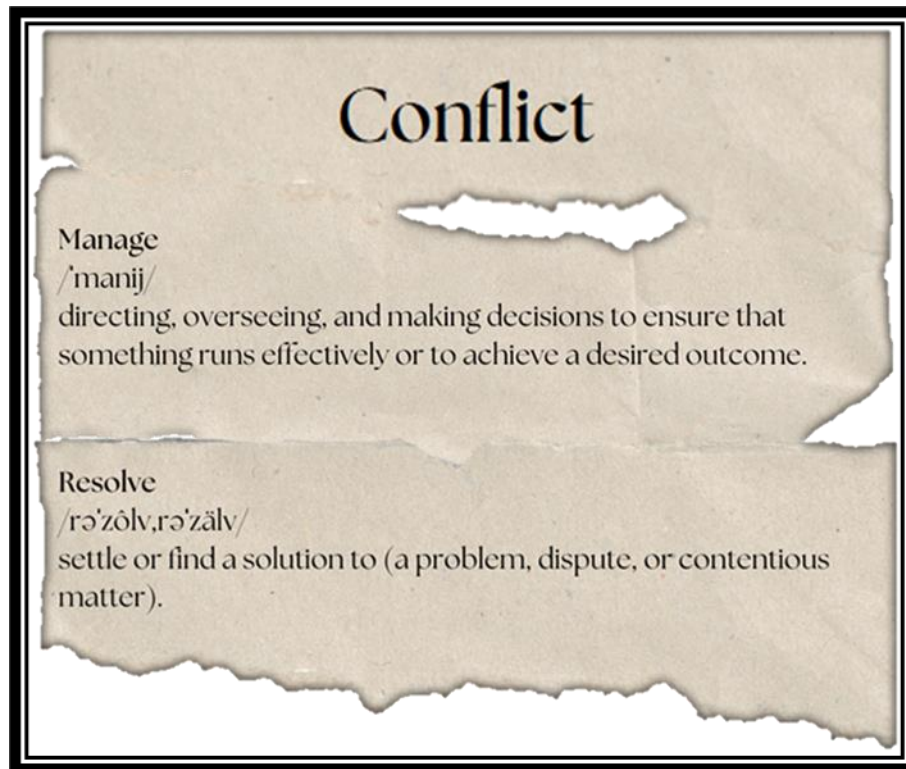


NEW MEXICO 4-H

Aggie Next Step

Conflict: Sources and Solutions



Post Secondary Pathways



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Conflict: Sources and Solutions

INTRODUCTION

Understanding what causes conflict and learning how to handle it effectively are essential career skills. In this lesson, participants explore the common sources of conflict, how to distinguish between managing and resolving conflicts, and strategies they can use to handle disagreements professionally. By examining real-life scenarios and reflecting on their own experiences, they will practice skills that will help them maintain positive relationships in school, on teams, and in the workplace.

SET UP

Review lesson materials and determine which worksheets and handouts you will use for the lesson. Print enough pre/post assessments, worksheets, and handouts for each participant.

ACTIVITY

1. Have participants complete the *Pre-assessment*.
2. Begin with a brief discussion:
Q: Think of a time you disagreed with a classmate, coworker, or team member. How was it handled?
Q: Why do conflicts happen in the workplace or school?
3. Group participants into pairs. Distribute *Word Webs* to each pair. Review directions and look at the example.
 - *Sources of Conflict Word Web*: Brainstorm sources of conflict, emphasizing career/educational settings such as communication, stress/pressure, different goals, etc. (see key).
Q: What sources of conflict are common in school or work?
 - *Conflict Resolution Word Web*: Brainstorm solutions like negotiation, listening, collaboration, etc. (see key).
Q: Which strategies could help resolve career-related conflicts?

Supplies

- Worksheets
- Handouts
- Pens/Pencils

OUTCOMES

Students will be able to:

- **Identify** common sources of conflict in school, work, and personal situations.
- **Distinguish** between conflict management and conflict resolution strategies.
- **Apply** appropriate strategies to manage or resolve conflicts.
- **Reflect** on how conflict skills can improve teamwork and professional relationships.



Use examples from the workplace: coworker disagreements vs team project issues.

Q: Could another approach work in a workplace?

8. *Exit Ticket* – depending on time, this can be done as a class discussion, or students can complete the worksheet in class, as homework, or in the following class.

9. Have participants complete *Post-assessment*.

Being able to identify the source of a conflict and choose an appropriate strategy to manage or resolve it is a valuable skill in both school and future careers. Use what you learned today to handle disagreements thoughtfully and professionally.



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RESOURCES

NM Standards:

NM PED Standards: Career and Technical Education (CTE):

CTE 2.1.1: Select and employ appropriate reading and communication strategies

CTE 2.1.2: Demonstrate use of the concepts, strategies, and systems to enhance communication in the workplace

CTE 2.1.9: Listen to and speak with diverse individuals to enhance communication skills

CTE 3.1.1: Employ critical thinking skills to solve problems and make decisions

CTE 3.1.2: Employ critical thinking and interpersonal skills to resolve conflicts

CTE 3.2.1: Understand problem-solving techniques

CTE 9.1.1: Identify and demonstrate the use of positive work behaviors and personal qualities needed to be employable

Common Career Technical Core (CCTC) Standards: Career Ready Practices (CRP):

CRP-1: Act as a responsible and contributing citizen and employee

CRP-4: Communicate clearly, effectively, and with reason

CRP-8: Utilize critical thinking to make sense of problems and persevere in solving them

Optional ELA Alignment (Grades 6-12)

SL1: Participate in a range of conversations and collaborations

Video Resources:

Note: Please preview all videos before showing them to students to ensure they are age-appropriate, relevant, and aligned with your classroom needs.

Fighting Fair: How Do You Resolve Conflict?

https://youtu.be/gu8gSuF_lvw?si=bWVyHNXrMdXPRbFW

What is Conflict?

<https://youtu.be/SorqWJUhbJM?si=H-N0kDYQBFS3fWtr>