NEW MEXICO 4-H

Aggie Next Step

Conflict: Sources and Solutions

Conflict

Manage
/ˈmanij/
directing, overseeing, and making decisions to ensure that something runs effectively or to achieve a desired outcome.

Resolve
/rəˈzôlv,rəˈzälv/
settle or find a solution to (a problem, dispute, or contentious matter).
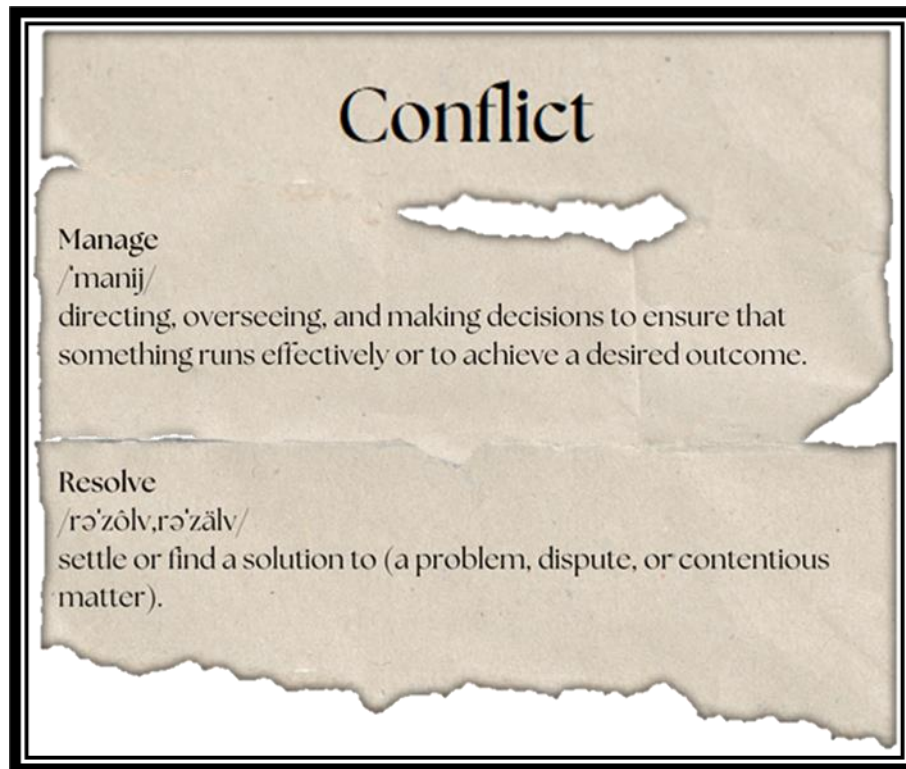
Post Secondary Pathways

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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.

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.

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?*

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5. Distribute *Conflict Resolution or Management: What's the Difference?* handout. Read together and explain:

      Resolving Conflict: Fixing the underlying issue

      Managing Conflict: Handling it so it doesn't escalate

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

6. Distribute the *Manage or Resolve?* Scenarios and allow participants to work individually or in pairs to decide whether to manage or resolve and explain their approach. Encourage creative thinking with these questions:

      Q: Why did you choose to manage or resolve this conflict?

      Q: Could another approach work in a workplace?

7. (Optional extension) Participants can act out workplace or school scenarios demonstrating conflict management or resolution. Emphasize active listening, collaboration, and professional communication.

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*.

WRAP UP

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