**Mentorship**

**Conflict Resolution Assignment Two**

**/30**

**Preamble**

As mentioned in the first assignment, part of this course offers you the time and space to look at types of conflict, helps you understand your ‘usual’ response to conflict, and explores possible techniques to help you manage/resolve conflict.

**Assignment**

Watch the following video about conflict resolution and take notes as you watch:

<https://www.youtube.com/watch?v=pmVF23QXY10> . Point form is acceptable, as are doodles and helpful diagrams. Then, with your group, prepare a ‘right’ and ‘wrong’ conflict scenario. The first one uses NONE of the techniques and the second one uses MOST or ALL of them for a successful resolution. This is due at end of class, so use your time wisely. In other words, the ‘dos’ and ‘don’ts.’ ;)

**Assessment**

Accuracy /10 Completeness/Effort /10 Depth of Thought /10 Report Out /10

**What causes conflict?**

**How can conflict affect you? What is the connection between self-confidence and conflict?**

**What are some important techniques/strategies the video highlights to learn to deal with conflict?**

**What is freeze/fight/flight?**

**What is active listening?**

**What role does good communication play in conflict management?**

**What is the balance between issue and relationship?**

**Explain the power of maintaining a sense of humour.**

**What is the difference between conflict with a peer and bullying?**