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CONFLICT SITUATIONS

AEJAC PORTUGAL

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01 SELECTED CONFLICTS

Presentation of 2 situations

03 MEDIATION TOOLS

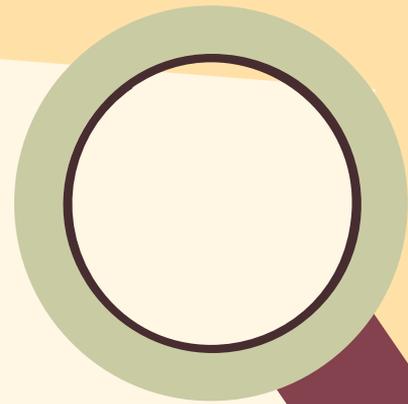
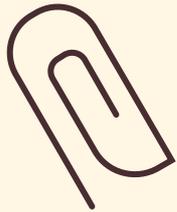
How students worked out the mediation - 2

02 MEDIATION STRATEGIES

How students worked out the mediation - 1

04 CONCLUSION

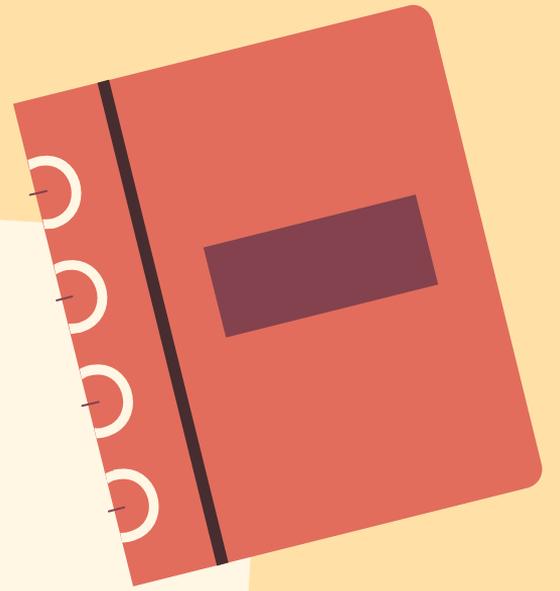
Lessons learned



01

SELECTED CASES

1



CONFLICT SITUATIONS

1. STUDENT-STUDENT

In the classroom: group work

2. STUDENT-STUDENT

In the students' common room: an argument



SITUATION 1



The teacher assigns a group work and organises groups of 4



Students X and Y don't get along very well and refuse to work together



The teacher says they either solve their problem or they'll fail the work

SITUATION 2



Student W has an argument with Student Z in the students' common room



Student Z doesn't understand the reason of the discussion

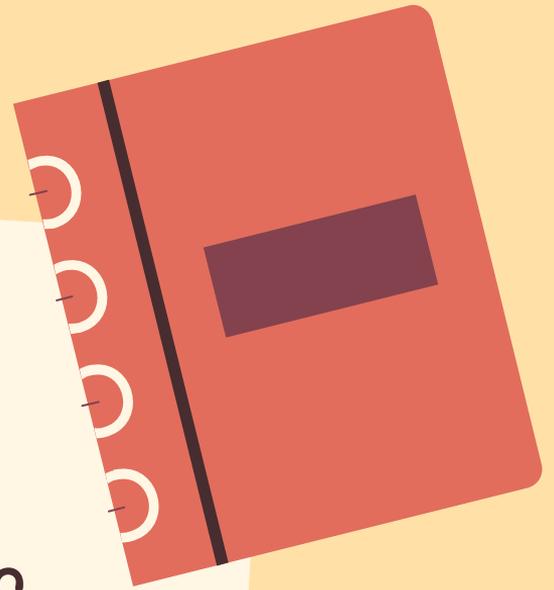


Student W tells Student Z that Student L had told her that she was talking about her deceased father behind her back

02

MEDIATION STRATEGIES

1



1

Peer Mediation

strategies:

- **listen** and **try** to understand the circumstances that triggered the conflict and the position of both parties **by communicating** and putting themselves in the other's shoes, using the guiding principals and skills of active listening
- look for **mutual benefits** in order to find a “win-win” solution
- **work through** the ideas suggested to **find the best solutions** that suit both parties

2

Peaceable Classroom

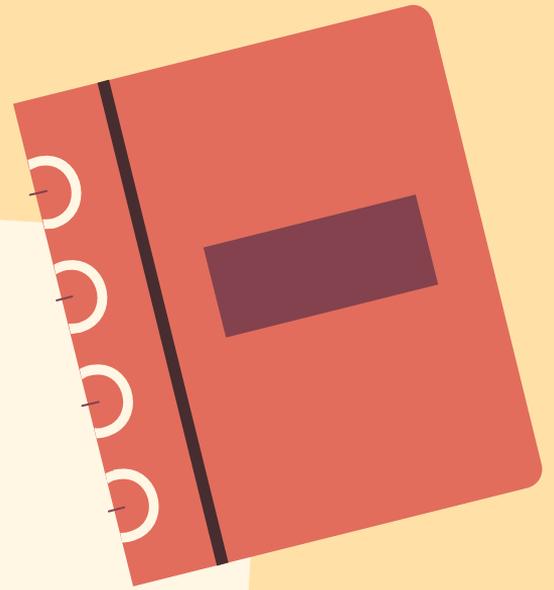
strategies:

- Develop a **team building spirit**
- **Involve** students in the process of rules definition, training them on conflict resolution **skills and techniques** so that they are able to be peer mediators, providing them with the tools to **prevent further conflict**
- Mentor students to be **creative** when solving problems

03

MEDIATION TOOLS

2





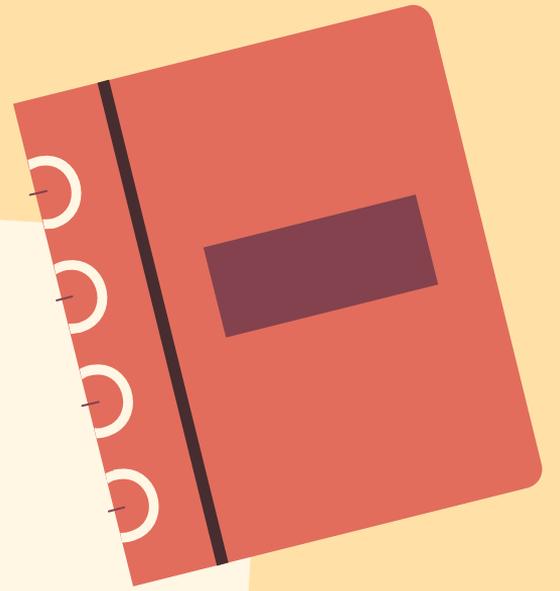
Onion Tool - Needs, interests, positions

The solutions' Tree - Causes and consequences; positive solutions; goals

04

LESSONS LEARNED

2



In a conflict, the parties have to...



KEY WORDS

COMMUNICATION

EMOTIONAL INTELLIGENCE AND EMPATHY

CREATIVITY IN PROBLEM SOLVING

The most important in conflict mediation might not be the specific strategies or tools but the **process** that will enhance students to develop these 3 skills

In the middle of difficulty lies
opportunity

Albert Einstein