



## Topic: Conflict Resolution

1. Watch “What is Conflict” video
  - a. After watching the video, select the “Conflict Resolution PowerPoint” and select **“DOWNLOAD”**
    - a. Slide #2 - # 5 & Discuss
      1. Ask the person you support; “Have you ever experience Conflict before?”
      2. How do you feel when someone disagrees with you?
2. Click on “Neighbors Handout”
  1. Read this handout with the person you support. *The ability to zoom in and zoom out to read text should be available.*
3. Go back to the SharePoint folder and Right Click on the “Conflict Resolution Worksheets” and select **“DOWNLOAD”** (This PowerPoint contains 2 worksheets, **IT IS IMPORTANT TO DOWNLOAD AND THEN OPEN**)
  - a. Slide #1 is a worksheet. *This worksheet can be used to answer the same questions on the handout. Please make sure you or the person you support is writing their answers in the “Edit Text” boxes*
    1. Why were the Neighbors Arguing? What was the conflict?
    2. Do you think there is someone to blame in the story? Who started the conflict?
    3. Do you think there is a moral to this story? Was there a lesson learned?
4. Slide #6 - #11
  1. These slides go through the 4 steps of how to resolve conflict. Go through these slides with the person you support and make sure they can understand the steps.
5. Go Back to “Conflict Resolution Worksheets”
  - a. Go to Slide #2 and complete the Conflict Resolution Organizer

2. Have the person you support think back on their past conflict mentioned before. Then have the person you support apply the 4 steps of resolving conflict to their past conflict.
6. Slide #12 - #14 and Discuss
  - a. Have the person you support identify 3 people they can go to for peer mediation. (Someone they can call on to help them with a conflict)
7. Watch “Recap Video”
8. Exit Card