

CONFLICT RESOLUTION

The BeCool "4-Step Assertion" Plan for
Dealing with Difficult People.

Step 1. Tell the person what they do that you do not like. "It really bothers me when you ____."

Step 2. Tell the person how you feel. "It makes me feel ____."

Step 3. Tell the person what you would like them to do. "I would appreciate it if you would ____."

Step 4. Ask for agreement. "OK? Is that something you are willing to do?"

(Note: This is your time to listen to their side and compromise if appropriate).

If you can't reach an agreement, tell them what you will do if you don't obtain their cooperation.

The BeCool Video Series, also available from the publisher, is an ideal supplement to this lesson.

Solve Your Conflicts

Maria and Valerie are in the same P.E. class. Maria is always first in all of the activities. Valerie doesn't mind not being first but Maria always makes fun of Valerie. She says things like, "It's OK, Valerie, you'll never be first. Face it, you're as slow as a turtle."

Valerie laughed with the others who heard the comments. But after four weeks, Valerie didn't think it was funny anymore. She decided to talk to Maria after school one day. When they were alone, Valerie said,

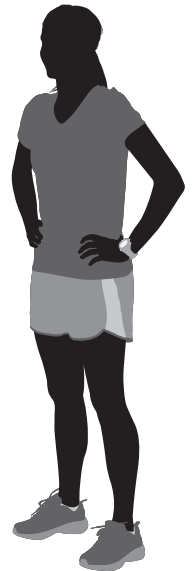
- (1) "Maria, it really bothers me when you make fun of me in PE class."
- (2) "When you make comments and jokes about me, I really feel bad. At first it was funny, but now I feel that the laugh is always about me, and I don't feel like laughing."
- (3) "I would appreciate it if you would stop making the jokes and comments about me."
- (4) "Do you think you could stop doing this?"

But if Maria had not agreed to stop:

"If you keep making jokes, I'll just stay on the other side of the gym."

Maria was surprised and said, "I didn't realize it bothered you. Everyone always laughs. I'm sorry if I hurt your feelings. Don't worry, it won't happen again."

Valerie smiled and said, "I'm glad you said that. I want to be friends."



RESOLVE IT !!

Read each situation and use the steps to conflict resolution to solve each conflict.

Serious Basketball

Alex and Jose play basketball almost every day after school. It's a fun and friendly game. But lately Alex is getting very serious. He either becomes rough and pushes Jose pretty hard or he won't want to stop playing until he is winning. Jose likes to play but Alex is taking it too seriously. What can Jose say to Alex?

1. _____
2. _____
3. _____
4. _____

Losing a Friend

Tasha and John have been good friends for five years. They live next to each other and used to talk about everything. Lately Tasha had been ignoring John at school. She was friends with a girl that John had been dating. Recently, they decided to stop going out. John is surprised at the way Tasha is treating him. What can John say to Tasha?

1. _____
2. _____
3. _____
4. _____

Swimming in Trouble

Sue and Kayla are both on the swim team. They were pretty good friends until Kayla started dating Sue's old boyfriend. Now Kayla ignores Sue. She also talks about Sue to other people on the team. When Kayla is talking to other teammates she suddenly stops when Sue walks up. Then everyone turns and looks at Sue. What can Sue say to Kayla about this situation?

1. _____
2. _____
3. _____
4. _____