

****Capsule 5: 10 Minutes to Understand Conflicts and Explore Conflict Management Styles****

(9-minute video + 1-minute quiz)

****Introduction (1 minute)****

Hello everyone, my name is Habiba Dassouli, a coach and trainer in personal and professional development. Today, we'll discuss the significance of understanding conflicts. We'll explore the origins of conflict, such as obstructive behaviors that can adversely affect interpersonal interactions in your student life, thus preventing full understanding and empathy. Lastly, we'll examine conflict management styles and conflict resolution techniques.

****Part 1: Understanding Conflicts (2 minutes)****

- Conflict management is a critical Soft Skill essential for maintaining a healthy and productive environment in student groups and in personal and professional lives. Let's first define conflict: It is a divergence that arises when two or more individuals have interests or opinions that cannot simultaneously be pursued, meaning they contradict each other. Having differing opinions can positively stimulate discussions and open up debates. We simply cannot agree all the time. A failure to react appropriately when disagreements arise can indicate a lack of empathy or active listening.

While some conflicts may be inevitable, they also need to be managed constructively before escalating to phases of behavioral criticism, personal attacks, threats, or violence.

Remember, empathic communication is the cornerstone of constructive relationships.

Prioritizing understanding before seeking to be understood can prevent conflicts arising from misunderstandings.

From a "self-marketing" perspective, poor conflict management can tarnish your image and isolate you from your social group. Humans are inherently social beings who thrive in a community setting.

****Part 2: Various Conflict Management Styles (2 minutes)****

There are five main conflict management styles: avoidance, accommodation, competition or confrontation, compromise, and collaboration. We'll take a moment to briefly discuss each style and its pros/cons.

Starting with confrontation or competition: This style involves asserting one's viewpoint, sticking to one's stance without seeking to understand others, with the goal of creating a winner-loser scenario in the relationship.

Collaboration, however, seeks the best solution for everyone, aiming to establish a win-win situation to preserve the relationship. It demonstrates emotional and relational intelligence, aiming to sustain the relationship on a constructive and respectful path.

The compromise style seeks a middle-ground solution that at least partially satisfies each party, possibly alternating between winner-loser and loser-winner situations. This reflects humility, self-confidence, and self-esteem.

The avoidance style aims to bypass the conflict or withdraw from the discussion without finding a solution comfortable for each party. This can negatively impact the future of the relationship as unresolved issues resurface with increased negative emotional charges (anger, fear, sadness).

Finally, the accommodation style involves yielding to another's ideas to avoid conflict, thus creating a loser-winner dynamic. This may convey a lack of personality or weakness in self-assertion.

****Part 3: Conflict Resolution Techniques (3 minutes)****

Conflict resolution techniques in the workplace or in student life include negotiation, mediation, and arbitration. Regardless of the technique used, it's crucial to actively listen and seek win-win solutions.

This leads us to the three-question rule for resolving conflicts:

- 1- What are the stakes for you in this situation? (What's happening?)
- 2- How does it impact you? (How do you see it?)
- 3- What solutions do you see yourself contributing to? (What would resolve the situation? What are the solutions?)

****Part 4: The 8 Steps to Effective Conflict Management (2 minutes)****

- 1- Avoid speaking in anger.
- 2- Take a break, let emotions subside, use silence.
- 3- Choose the right moment.
- 4- Address the issue within 24 hours.
- 5- Facilitate open dialogue and ensure equal speaking time; the other person is as important as you.
- 6- Give the benefit of the doubt.
- 7- Avoid accusing the other.
- 8- Reevaluate your perception or viewpoint.

****Conclusion (2 minutes)****

As you can see, the conflict itself is not the main issue. The key is self-improvement in developing the "conflict resolution" skill, adopting the appropriate conflict management style with the right attitude to preserve relationships.

I encourage you to apply these strategies in your student life and later in your professional life. You can also utilize Nonviolent Communication (NVC), which enhances relationship quality, understanding, and interactions among people, respecting our mutual differences.

DO NOT FORGET TO ANSWER THE ONE-MINUTE QUIZ AT THE END OF THIS VIDEO.

UNTIL NEXT TIME!