

Try this Conflict Quiz

How were these problems sorted out? Can you match up the problem solving behaviours to the examples?



Problem solving behaviours and options for answers

- A. Communicating well
- B. Finding a solution both are happy with - negotiating
- C. Asking someone else to help - mediating
- D. Asking someone else to make the decision - arbitrating
- E. Making a rule that everyone follows - legislating

Questions/examples:

1. Sam and Katie were arguing over who would get to use the box of felt tips. They realized that arguing was getting them nowhere, so they **figured out** several ways they could both use the pens. Then they chose the way they liked best.
2. Jack, Darren, and Alice were supposed to put up a display together, but they couldn't agree on what the title would be. They finally **asked their teacher to choose** the title.
3. Julie was upset because her best friend Sara walked by her without saying a word. She didn't speak to Sara all day. Finally Sara asked Julie what was wrong. "I didn't even see you," Sara cried. "I would never walk by without saying something to you." It was all a **misunderstanding**.
4. Rich and Diana were playing on the same rounders team, but they both wanted to bowl. They were shouting at each other. Finally Mike came up and **helped them** work out a solution to the problem.
5. Mandy was being teased and called names by some kids in the class. Every morning the class had a class meeting to discuss things. Mandy suggested that there be a class **rule** against name-calling and teasing.

Have you used one of these ways of solving a conflict? Which ones are trickier? Can you think of any other ways of sorting out problems?



Answers:
1B; 2D;
3A; 4C;
5E