

## Conflict resolution skills ladder

<i>Those who are still learning skills</i>		<i>Those who have learnt skills</i>
	<b>6. Can negotiate a win-win solution</b>	
<ul style="list-style-type: none"> <li>❖ <i>Inflexible</i></li> <li>❖ <i>Own needs dominate</i></li> <li>❖ <i>Tries to use power – dominate (use aggression) or withdraw to engage sympathy</i></li> </ul>		<ul style="list-style-type: none"> <li>❖ <i>Flexible</i></li> <li>❖ <i>Open minded</i></li> <li>❖ <i>Assertive to look after own interests</i></li> </ul>
	<b>5. Can generate a number of solutions to the problem</b>	
<ul style="list-style-type: none"> <li>❖ <i>Limited to fight or flight options</i></li> <li>❖ <i>Focuses exclusively on own interests</i></li> <li>❖ <i>Argues for a position (which can be disguised as interests)</i></li> </ul>		<ul style="list-style-type: none"> <li>❖ <i>Generates a variety of options</i></li> <li>❖ <i>Able to find options that include the interests of both parties</i></li> </ul>
	<b>4. Can empathize /perspective take</b>	
<ul style="list-style-type: none"> <li>❖ <i>Unaware of other person's feelings</i></li> <li>❖ <i>Can't read feelings accurately</i></li> <li>❖ <i>Can't 'hear' the other person's interests</i></li> <li>❖ <i>Sees the other as 'bad guy'</i></li> <li>❖ <i>Believes empathy means agreement</i></li> </ul>		<ul style="list-style-type: none"> <li>❖ <i>Can accurately read the emotions of other person</i></li> <li>❖ <i>Can respond sensitively &amp; appropriately</i></li> <li>❖ <i>Can listen to the interests of the other person</i></li> <li>❖ <i>Knows the difference between empathy and agreement</i></li> </ul>
	<b>3. Can identify and express own interests</b>	
<ul style="list-style-type: none"> <li>❖ <i>Only expresses their position (advocated solution)</i></li> </ul>		<ul style="list-style-type: none"> <li>❖ <i>Knows the difference between positions and interests</i></li> <li>❖ <i>Expresses own interests in terms of wants/needs/fears/concerns</i></li> </ul>
	<b>2. Can verbally express own thoughts and feelings</b>	
<ul style="list-style-type: none"> <li>❖ <i>Can't verbalise own thoughts and feelings</i></li> <li>❖ <i>Unaware of own thoughts and feelings (blames other parties)</i></li> </ul>		<ul style="list-style-type: none"> <li>❖ <i>Has a large feelings vocab</i></li> <li>❖ <i>Can identify own thoughts and feelings</i></li> </ul>
	<b>1. Can contain/manage strong emotions</b>	
<ul style="list-style-type: none"> <li>❖ <i>Cannot contain/manage the emotion</i></li> <li>❖ <i>Yells, screams, fights, dissolves into tears, withdraws</i></li> </ul>		<ul style="list-style-type: none"> <li>❖ <i>Can experience the emotion without losing control</i></li> </ul>
Conflict		

Trinder, M., & Wertheim, E. (2005). Training teachers in building empathy and compassion in young people. In M. Kostanski (Ed.), *Proceedings of the Victorian Branch Australian Psychological Society Annual Conference*.

From the *Enhancing Relationships in School Communities* project

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