

STAGES OF CONFLICT RESOLUTION

1. We express our readiness to resolve the conflict:
 - we agree on a convenient date,
 - we set the rules for working on the problem.
2. We define the essence of the problem:
 - we name the problem,
 - we talk about our feelings regarding our partner's behaviour,
 - we define our needs and expectations.
3. We look for possible solutions:
 - we suggest various solutions,
 - we evaluate them taking into consideration the interests of both parties.
4. We choose a solution that satisfies both parties.
5. We evaluate the results, highlighting the positives.

Transfer, adaptation and implementation of innovative solutions in developing students' skills in schools of construction in the area of vocational foreign language, personal and social competencies, within the framework of cooperation network

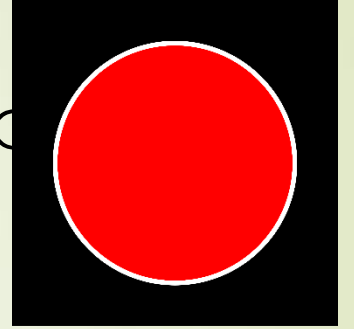


CONFLICT RESOLUTION METHODS

- Face to face + mediator
- Traffic lights (stop - define the problem, think about it - define the positive and negative outcomes and take action)
- The playing field and pedestrian crossing methods (everyone has their own non-intrusive role)
- Reverse roles (consider the situation of the other person and his/her position)
- Common enemy (conflicted parties find a solution requiring the involvement of both parties)

A METHOD OF CONTROLLING IMPULSES WITH THE HELP OF "TRAFFIC LIGHTS"

1. STOP, CALM DOWN AND THINK BEFORE YOU DO ANYTHING

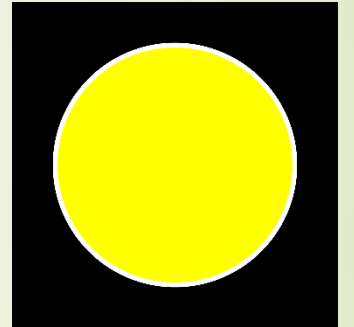


2. SAY WHAT THE PROBLEM IS AND HOW YOU FEEL.

3. SET A POSITIVE GOAL FOR YOURSELF.

4. THINK ABOUT DIFFERENT SOLUTIONS.

5. THINK ABOUT THE CONSEQUENCES IN ADVANCE.



6. TAKE ACTION ACCORDING TO THE BEST PLAN.

