

Conflict resolution skills ladder

<i>Those who are still learning skills</i>		<i>Those who have learnt skills</i>
	6. Can negotiate a win-win solution	
<ul style="list-style-type: none"> • Deflects • Uses words to retreat • Uses to use power to dominate (not appreciate) or withdraw to engage negatively 		<ul style="list-style-type: none"> • Resists • Open minded • Asertive in that other can't interfere
	5. Can generate a number of solutions for the problem	
<ul style="list-style-type: none"> • Looks to fight or flight options • Focuses on himself or own interests • Aspires for a position (which can be obtained at all costs) 		<ul style="list-style-type: none"> • Generates a variety of options • Able to find options that include the interests of both parties
	4. Can empathise / perspective take	
<ul style="list-style-type: none"> • Dismisses or other person's feelings • Can't read feelings accurately • Can't hear the other person's interests • Sets themselves as 'the good' • Believes empathy means agreement 		<ul style="list-style-type: none"> • Can accurately read the emotions of other person • Can respond sensitively & appropriately • Can take in the interests of the other person • Knows the difference between sympathy and agreement
	3. Can identify and express own interests	
<ul style="list-style-type: none"> • Only expresses their position (defensive/withdraw) 		<ul style="list-style-type: none"> • Knows the difference between position and interests • Expresses own interests in terms of needs/wants/long concerns
	2. Can verbally express own thoughts and feelings	
<ul style="list-style-type: none"> • Can't verbalise own thoughts and feelings • Dismisses or own thoughts and feelings (blames other parties) 		<ul style="list-style-type: none"> • Has a clear feelings about • Can identify own thoughts and feelings
	1. Can contain/manage strong emotions	
<ul style="list-style-type: none"> • Cannot contain/manage the emotion • Feels anxious, angry, ashamed, confused, withdrawn 		<ul style="list-style-type: none"> • Can experience the emotion without being control
Conflict		

Tindler, M., & Warburton, G. (2002). Training teachers in building empathy and compassion in young people. In M. Koutouki (Ed.), *Proceedings of the Victorian Branch Australian Psychological Society Annual Conference*.

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