

Conflict resolution skills ladder

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 • Cannot contain/manage the emotion • Feels anxious, angry, stressed, confused, withdrawn 	1.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

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

From the *Enhancing Relationships in School Communities* project www.latrobe.edu.au/psa/comm/0202