

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"> • Deflect • Claim needs dominate • Try to use power - dominate (or appease) or withdraw or engage indirectly 		<ul style="list-style-type: none"> • Flexile • Open minded • Assertive in that other's interests
	5. Can generate a number of solutions for the problem	
<ul style="list-style-type: none"> • Consider right or left options • Express confidence in own solution • Agree for a position (which can be changed at intervals) 		<ul style="list-style-type: none"> • Generate a variety of options • Use all that options that include the interests of both parties
	4. Can empathise / perspective take	
<ul style="list-style-type: none"> • Dismiss of other person's feelings • Can't read feelings accurately • Can't hear the other person's interests • Don't consider as 'his/her' • Behave unhelpfully towards partners 		<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 • Shows the difference between conflict and agreement
	3. Can identify and express own interests	
<ul style="list-style-type: none"> • Can't express their position (interests/needs) 		<ul style="list-style-type: none"> • Shows the difference between positions and interests • Expresses own interests in terms of needs/needs of own concerns
	2. Can verbally express own thoughts and feelings	
<ul style="list-style-type: none"> • Can't verbalise own thoughts and feelings • Dismiss of own thoughts and feelings (Dismiss other parties) 		<ul style="list-style-type: none"> • Use a direct feelings word • Can identify own thoughts and feelings
	1. Can contain/manage strong emotions	
<ul style="list-style-type: none"> • Can't contain/manage the emotion • Not serious (play) attitudes (including withdrawal) 		<ul style="list-style-type: none"> • Can experience the emotion without being control
Conflict		

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

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