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# MENTOR - MENTORING BETWEEN TEACHERS IN SECONDARY AND HIGH SCHOOLS

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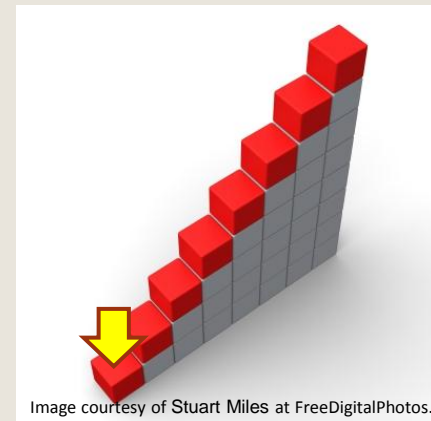


# Conflict Management in 8 steps.

Harry Webne-Behram (1998) and Dudley Weeks (1992) suggest applying the eight steps below every time a conflict needs to be managed. The frequent and conscious application of these steps aims to teach students how to cope with conflicts inside the classroom and in real life.

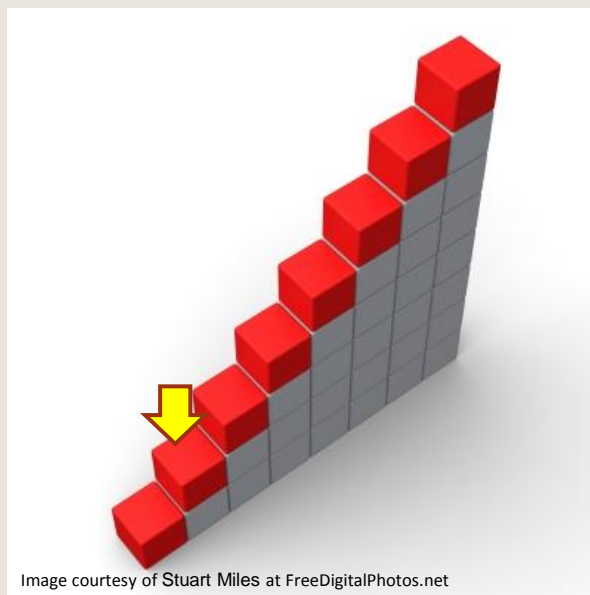
## 1. "Know Thyself" and Take Care of Self:

- Understand your subjective point of view and your prejudice;
- A healthy mind in a healthy body (eat, sleep, exercise).



## 2. Clarify Personal Needs Threatened by the Dispute:

- What is the conflict about? How serious is it?
- Identify "Desired Outcomes" from a Negotiated Process.



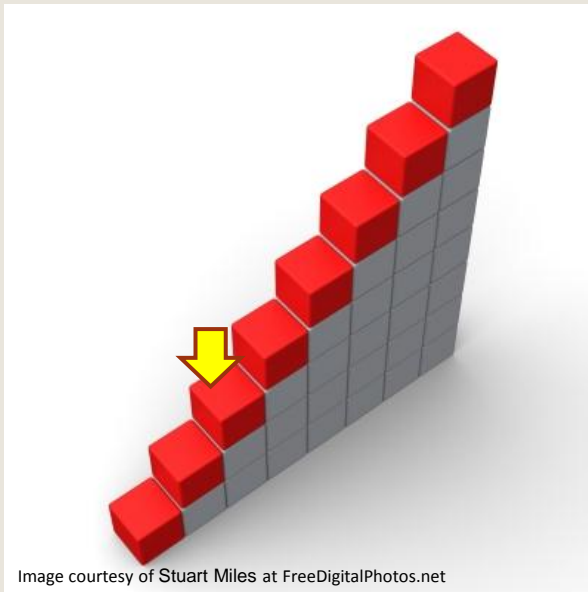
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Conflict  
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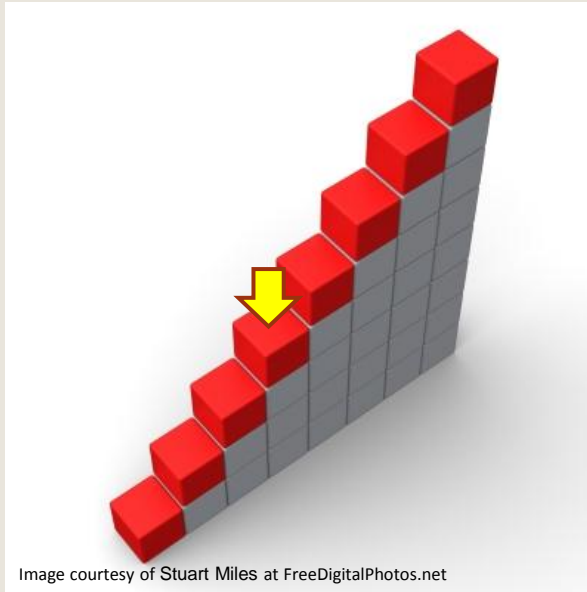


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## **3. Identify a Safe Place for Negotiation:**

- Appropriate Space for Discussion/  
Private and Neutral;
- Mutual Consent to Negotiate/  
Appropriate Time;
- Role of Support People (Facilitators,  
Mediators, Advocates), as needed;
- Agreement to ground rules.



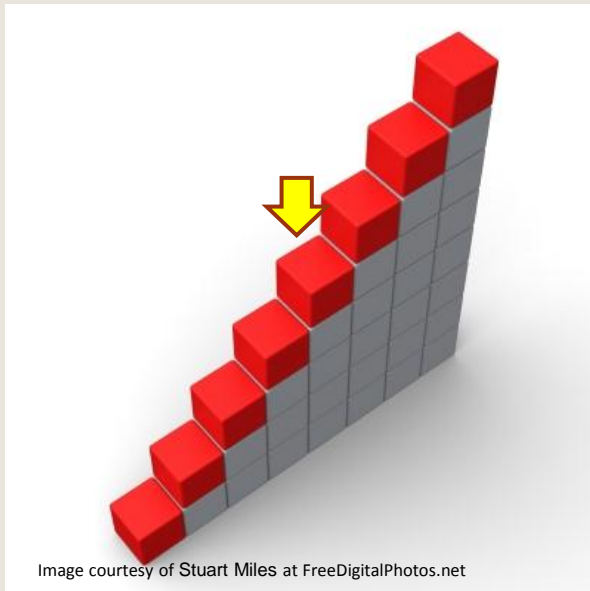
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### 4. Take a Listening Stance into the Interaction:

- "Seek first to understand, then to be understood";
- Use Active Listening skills, listen carefully, do not interrupt, do not make comments, do not engage in self-talk, just listen:
- Control your anger, calm down and be patient.



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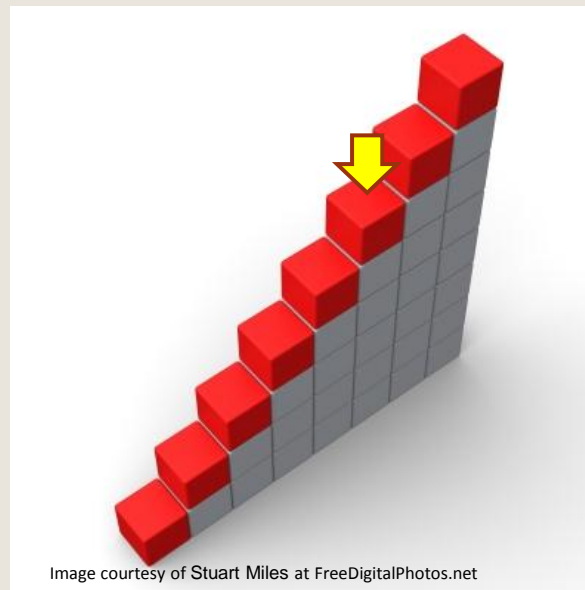


## 5. Assert Your Needs Clearly and Specifically:

- Use "I-messages" as tools for clarification, to express your needs and thoughts, speak your mind, stick to the main problem and disregard details;
- Build from what you have heard - continue to listen well.

## 6. Approach Problem-Solving with Flexibility:

- Identify Issues clearly and concisely, deal with one issue at a time;
- Consider different possible solutions without judging them;
- Be open to suggested solutions;
- Clarify Criteria for Decision-Making.



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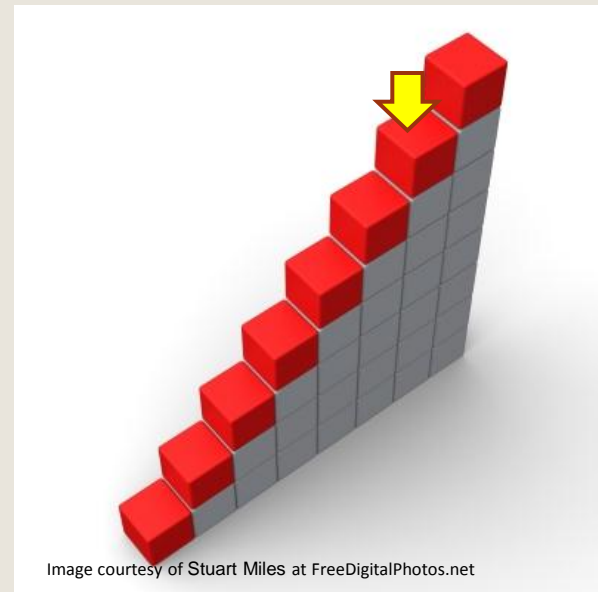




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## **7. Manage Impasse with Calm, Patience, and Respect:**

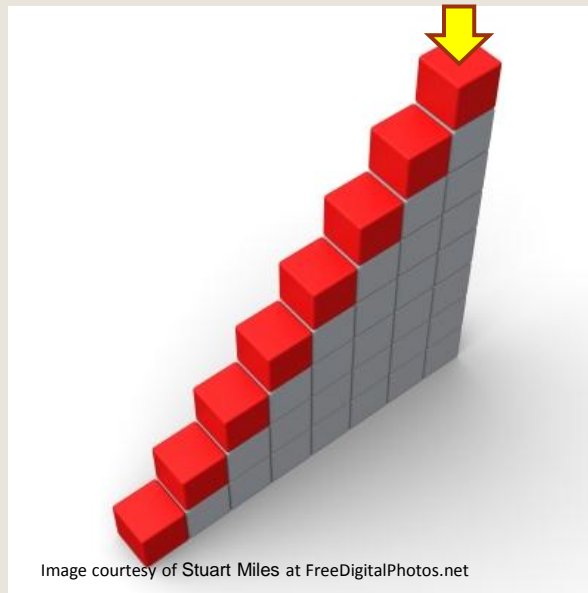
- Clarify Feelings;
- Focus on Underlying Needs, Interests, and Concerns;
- Take a structured break, as needed.





## 8. Build an Agreement that Works:

- Review the characteristics of a Good Agreement: Is it applicable? Is it acceptable by both sides? Does it offer a short-term or a long-term solution?
- Implement and Evaluate -Reconsider;
- Live and Learn.



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