

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"> ❖ Inflexible ❖ Own needs dominate ❖ Tries to use power – dominate (use aggression) or withdraw to engage sympathy 		<ul style="list-style-type: none"> ❖ Flexible ❖ Open minded ❖ Assertive to look after own interests
	5. Can generate a number of solutions to the problem	
<ul style="list-style-type: none"> ❖ Limited to fight or flight options ❖ Focuses exclusively on own interests ❖ Argues for a position (which can be disguised as interests) 		<ul style="list-style-type: none"> ❖ Generates a variety of options ❖ Able to find options that include the interests of both parties
	4. Can empathize /perspective take	
<ul style="list-style-type: none"> ❖ Unaware of other person's feelings ❖ Can't read feelings accurately ❖ Can't 'hear' the other person's interests ❖ Sees the other as 'bad guy' ❖ Believes empathy means agreement 		<ul style="list-style-type: none"> ❖ Can accurately read the emotions of other person ❖ Can respond sensitively & appropriately ❖ Can listen to the interests of the other person ❖ Knows the difference between empathy and agreement
	3. Can identify and express own interests	
<ul style="list-style-type: none"> ❖ Only expresses their position (advocated solution) 		<ul style="list-style-type: none"> ❖ Knows the difference between positions and interests ❖ Expresses own interests in terms of wants/needs/fears/ concerns
	2. Can verbally express own thoughts and feelings	
<ul style="list-style-type: none"> ❖ Can't verbalise own thoughts and feelings ❖ Unaware of own thoughts and feelings (blames other parties) 		<ul style="list-style-type: none"> ❖ Has a large feelings vocab ❖ Can identify own thoughts and feelings
	1. Can contain/manage strong emotions	
<ul style="list-style-type: none"> ❖ Cannot contain/manage the emotion ❖ Yells, screams, fights, dissolves into tears, withdraws 		<ul style="list-style-type: none"> ❖ Can experience the emotion without losing control
	Conflict	

Trinder, M., & Wertheim, E. (2005). Training teachers in building empathy and compassion in young people. In M. Kostanski (Ed.), *Proceedings of the Victorian Branch Australian Psychological Society Annual Conference*

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