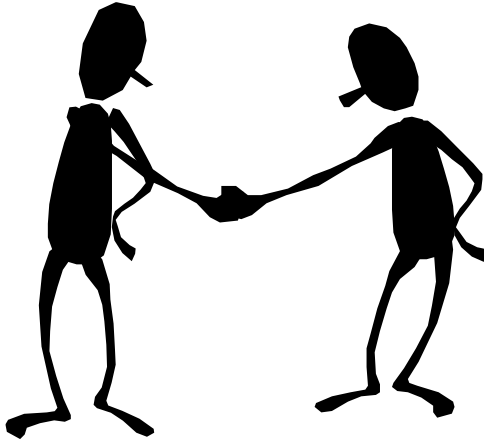


Objective sight words (mediator, exchanged, angry, address, dispute, accident, clarification, event, heart, peers, structure, framework); concepts (conflict resolution)



Vocabulary	
mediator	clarification
exchanged	event
angry	heart
address	peers
dispute	structure
accident	framework

## Conflict Resolution

By: Sue Peterson

Conflict resolution is a peaceful way of trying to solve a conflict with resolution. Both sides in the conflict explain what they feel happened to cause the conflict. The person who listens to both sides is called the mediator.

After both sides state what they feel happened to cause the conflict, they discuss ways to solve the conflict. They try to come up with a “resolution” that both sides agree to.

Communication throughout the entire conflict resolution process is always exchanged in a calm manner without anger. Everyone attempts to use good listening and

attending skills while people are talking. If voices get too loud or it appears that someone is angry, the mediator's role is to address this and have the people treat each other with respect.

After various suggestions are shared in how to mediate the conflict, discussion centers on the best solution. Conflict resolution can also be called dispute resolution. It is used in many environments to help solve disagreements in a peaceful way.

This is an example of how conflict resolution works in a school playground setting:

- Someone says that a student pushed them on the soccer field.
- The person accused as the “pusher” claims it was an accident.
- The person pushed gets the mediator.
- The mediator takes the two people who are upset somewhere in a quieter spot and away from others to talk.
- The mediator calms everyone down and lets them know that he understands their feelings.
- Each person describes what happened.
- The mediator asks for clarification if something is not clear.

- The mediator repeats what he heard so it is clear to everyone and /she identifies with those involved.
- The mediator asks for ideas to solve the problem.
- The two individuals offer ideas and solutions to the problem.
- The individuals discuss the ideas and solutions and come to some agreement on the solution.
- The mediator makes sure the individuals follow-through on the solution whether it is to say they are sorry, to shake hands or to play nicely together, etc.
- The mediator offers praise for solving the problem.

Conflict resolution can work in many settings and it can work with several individuals at once. In any event, it is worth trying to get at the heart of the matter by involving the peers themselves who have a concern. It encourages them to analyze what really happened, to share their feelings about the conflict, and to work together peacefully to solve the problem. Conflict resolution gives those involved a structure to use with a mediator to help reach an agreement. It allows onlookers to see a workable framework.

# Practice

## Language Work

A. Write the words.

exchanged \_\_\_\_\_

angry \_\_\_\_\_

dispute \_\_\_\_\_

accident \_\_\_\_\_

clarification \_\_\_\_\_

B. Use each word in a sentence. Underline the word used.

mediator \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

event \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

structure \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

framework \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

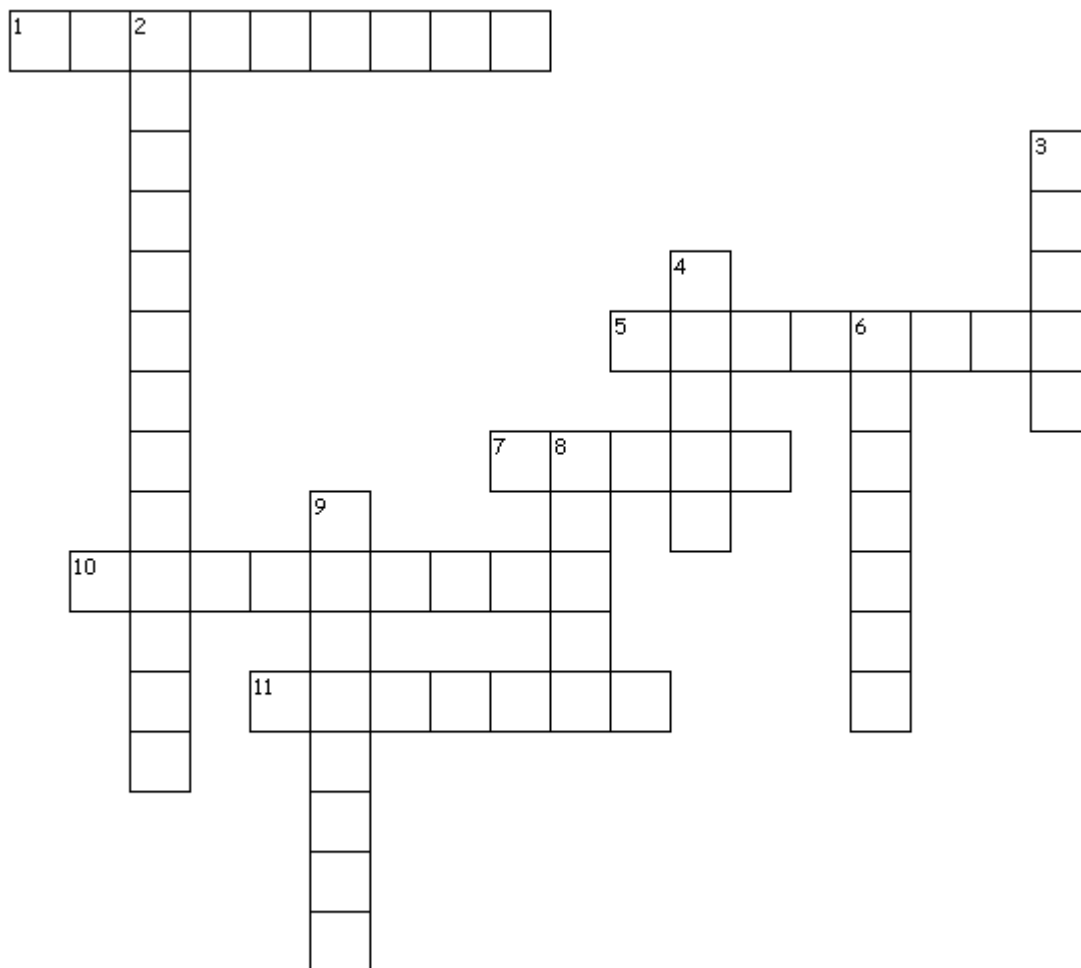
C. Matching. Fill in the missing blanks with the multi-meaning words: address, heart and peers.

1. The President will give the \_\_\_\_\_ to the public.
2. My uncle almost had a \_\_\_\_\_ attack when he saw the snake curl up in his tent.
3. Mother said for my 9<sup>th</sup> birthday, I could invite all of my \_\_\_\_\_ from school to my birthday party.
4. Which \_\_\_\_\_ should I use on the envelope to mail the letter to Grandma?
5. The child \_\_\_\_\_ out the window to see if Dad is coming home from work.
6. The teacher told the students in math class that they should get to the “\_\_\_\_\_ of the matter”; you know the important stuff about how to multiply those larger numbers.

D. Phonics work. When you add the “or” suffix to a verb like in the example “mediate” to “mediator”, the “e” is dropped before you add the suffix “or”. The suffix added to a verb makes the word a noun (a person, place or thing). For example, an actor acts; a dictator dictates; just like a mediator mediates. Think of another word with the “or” suffix that changes the verb to a noun. Circle the “or” suffix.

\_\_\_\_\_

## E. Crossword. Figure out the clues that talk about conflict resolution.

**Across**

1. gave something in return
5. a neutral person to help solve a dispute
7. important part; the \_\_\_\_\_ of the matter
10. how something's organized or built
11. disagreement

**Down**

2. to make clear
3. mad
4. friends; age group
6. to direct attention towards
8. an activity
9. something that happens when you don't expect it

**Multiple-Choice Questions** (Put an X in front of the correct answer.)

1. What is the vocabulary word in the text that means “a solution to the conflict”?  
 a. resolution  
 b. disagreement  
 c. angry  
 d. address
  
2. Why do you think the author included the bullet points in this particular text about conflict resolution?  
 a. The author likes to use the bullet points.  
 b. There is no reason to include this.  
 c. So you could more easily see the steps in conflict resolution.  
 d. So you could more easily see the steps in being angry.
  
3. According to the text, what is the **most likely** reason to use conflict resolution?  
 a. So you can talk.  
 b. So you can have a mediator  
 c. So you can take your time.  
 d. So you can have a framework to solve problems.

**Definitions** (Write the meaning of each word as it is used in the text.)

1. address

2. heart

3. peers

**Extended Response** (Answer in complete sentences.)

1. Summarize the role of the mediator in conflict resolution.

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2. Explain the ideal communication in the steps to solve a conflict.  
How should a person talk, etc.?

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3. Give an example of when you used one or more steps of conflict resolution to work on a problem, even if you may not have known what the step was called. Explain the people involved, the problem, and the outcome. Did you solve the problem?

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## Answer Sheet

Answers for Matching, Multiple-Choice Questions, and Extended Response

### Conflict Resolution

#### Matching

1(address); 2(heart); 3(peers); 4(address); 5(peers); 6(heart)

#### Crossword

Across: 1. exchanged; 5. mediator; 7. heart; 10. structure; 11. dispute

Down: 2. clarification; 3. angry; 4. peers; 6. address; 8. event; 9. Accident

#### Multiple-Choice Questions

1. a
2. c
3. d

#### Extended Response (Accept reasonable answers.)

1. The role of the mediator is to serve as a listener in the situation and a person who helps others solve their conflicts.
2. People should talk calmly and not get angry. They should try to listen and not interrupt.
3. Free expression.