



WRITING OUR HISTORY, CREATING OUR PLANET



Training in Romania 7 – 11 May 2018

The Conflict management



Secondary School “G. Galilei”
Tradate



Co-funded by the
Erasmus+ Programme
of the European Union



The Manifesto of Non-Hostile Communication

1. Virtual is real

On the Internet, I only write or say what I would dare to say in person.

2. You are what you communicate

The words I choose define who I am. They represent me.

3. Words shape the way I think

I take all the time I need to express my views in the best possible way.

4. Listen before you speak

No one can always be right, and nor am I. I listen, with an honest and open-minded attitude.

5. Words are bridges

I choose words to understand, make myself understood and get close to others.

6. Words have consequences

I am aware that what I say or write can have consequences, small or serious.

7. Share with care

I share texts and image only after I have read, assessed and understood them.

8. Ideas can be discussed. People must be respected

Those whose views and opinions differ from mine are not enemies to be destroyed.

9. An insult is not an argument

I accept no offensive and aggressive words, even if they support my point of view.

10. Silence says something too

When it's better to keep quiet... I do.

Violence is not only in actions but also in words.

We want to teach not to hurt with words.

We started from the manifesto «Parole Ostili» «Hostile words».

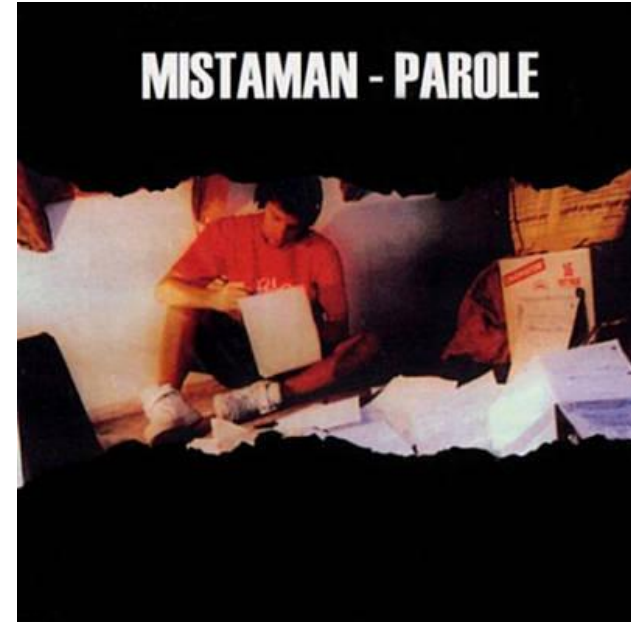
MUSIC AND MESSAGE



Pupils love music, so we used a song «Parole» sung by a famous Italian rapper Mistaman

THINKING ABOUT SONG

- Ci son momenti in cui non ne hai più
E cerchi quelle giuste per tirarti su
A volte ne hai spese troppe
Per riaverle indietro travisate e distorte
A volte sono vuote
A volte piene di sostanza
Ci sono quelle vere
E quelle di circostanza
Se una tira l'altra rischi che finisca a male
- There are times when you do not have any more
And look for the right ones to get you up
Sometimes you have spent too much
To get them back misrepresented and distorted
Sometimes they are empty
Sometimes full of substance
There are the real ones
And those of circumstance
If one leads the other risks it will end badly



We read the words' song
and we thought about the
message

VIOLENCE IN THE WORDS



We wrote on the blackboard these expressions and we noticed that in Italian there are expressions like «The words are stones» or «A pen kills more people than a sword» and we understood that words could hurt.

READING THE MANIFESTO



We read with attention the manifesto's words

OUR PROMISE



parole
estili

The Manifesto of Non-Hostile Communication

- 1. Virtual is real**
On the Internet, I only write or say what I would dare to say in person.
- 2. You are what you communicate**
The words I choose define who I am. They represent me.
- 3. Words shape the way I think**
I take all the time I need to express my views in the best possible way.
- 4. Listen before you speak**
No one can always be right, and nor am I. I listen, with an honest and open-minded attitude.
- 5. Words are bridges**
I choose words to understand, make myself understood and get close to others.
- 6. Words have consequences**
I am aware that what I say or write can have consequences, small or serious.
- 7. Share with care**
I share texts and image only after I have read, assessed and understood them.
- 8. Ideas can be discussed. People must be respected**
Those whose views and opinions differ from mine are not enemies to be destroyed.
- 9. An insult is not an argument**
I accept no offensive and aggressive words, even if they support my point of view.
- 10. Silence says something too**
When it's better to keep quiet... I do.

paroleestili.it   

We hung the manifesto on the closet and we promised to try to respect its ideas and principles

LST IN ITALY

Botvin *LifeSkills Training* promotes healthy alternatives to risky behavior

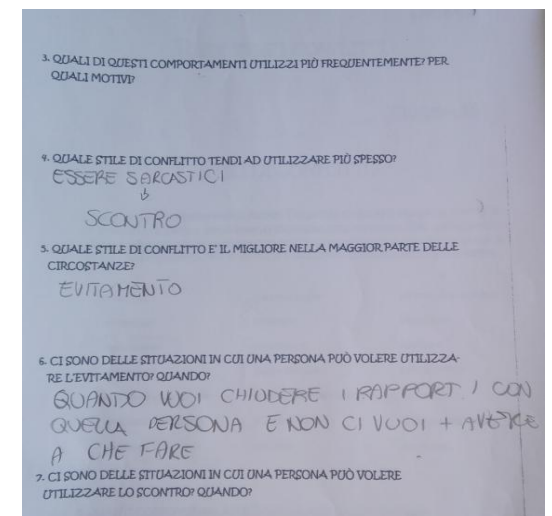
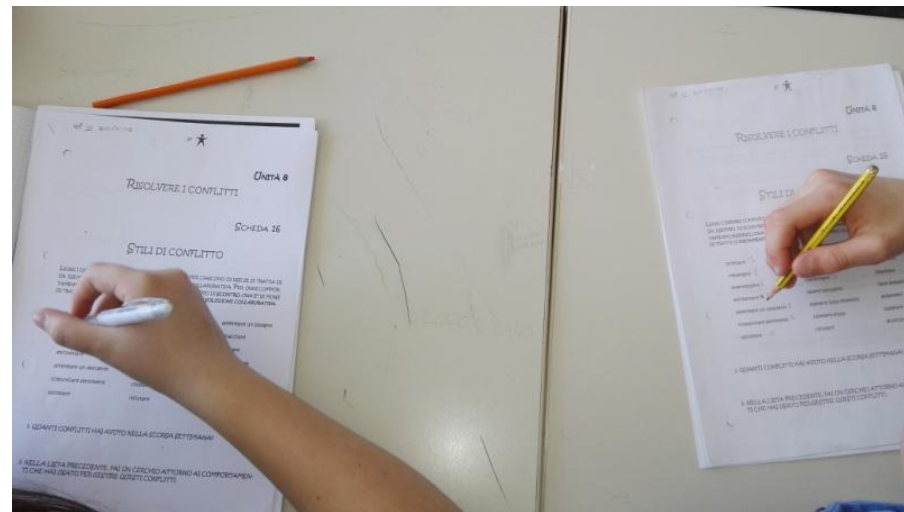
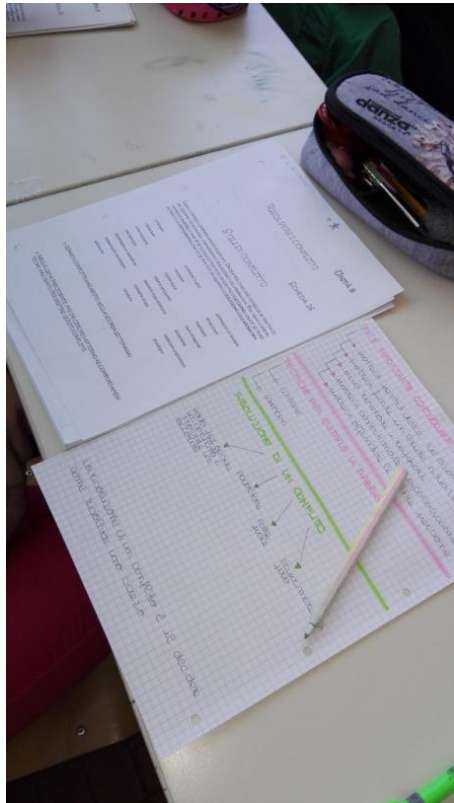


Lst teaches how to manage a conflict.

Conflict is a common, inevitable part of life. It exists because people don't always get along or agree. Because conflict is a normal part of everyone's life, the ability to resolve conflicts effectively is a crucial skill for everyone to have. This is especially important in the area of bullying prevention.

The students reflected on the meaning of the words:

- Conflict resolution
- Clash
- Avoidance
- Compromise
- Negotiating



RESOLVING CONFLICTS

Aims: reviewing, acquiring and practicing with the students the skills needed to resolve conflicts successfully

In classroom students

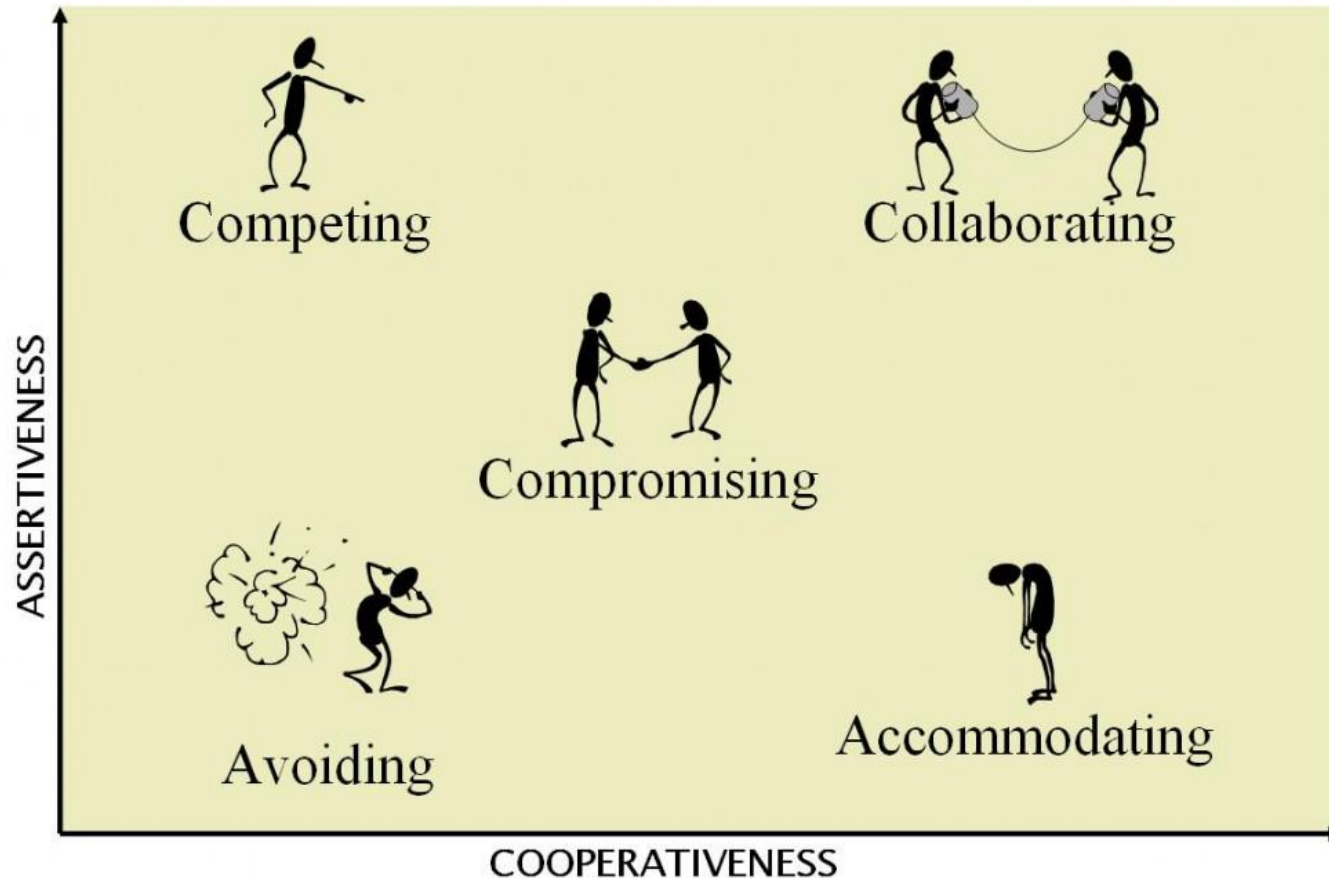
- defined the resolution of a conflict
- identified styles for conflict resolution
- identified the fundamental steps for resolving conflicts
- practiced in resolving conflicts in an effective and collaborative way



REACTIONS TO A CONFLICT



Dealing With Conflict – Thomas/Kilmann model



We did some brainstorming and we found out that there are five possible reactions to a conflict:

- Competiting
- Accomodating
- Avoiding
- Compromising
- Collaborating

Collaboration is the best solutions because both parties win

WHICH ANIMAL ARE YOU?

Maintaining the relationship isn't important



Competing



Avoiding

My needs are important



Compromising



Collaborating



Accommodating

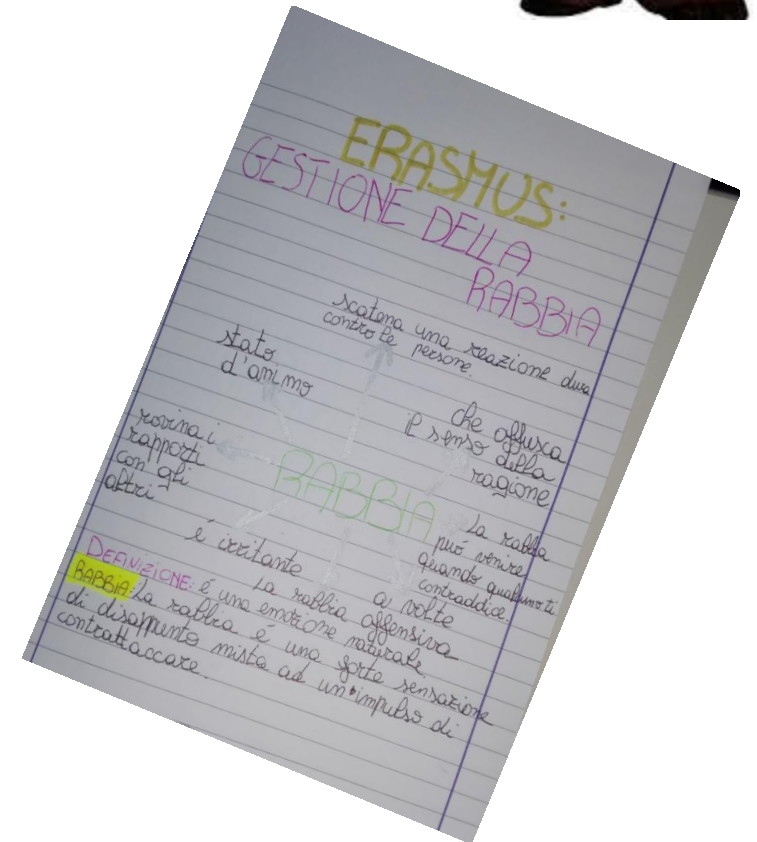
My needs are not as important

Maintaining the relationship is important

WHAT'S ANGER

In class we discussed the types of situation that make us angry and then got to practice the techniques to stay calm, quiet and relaxed.

Students wrote their own definition of anger and fear on the board and on their notes.



24

SCHEDA 9

LE COSE CHE MI FANNO INFURIARE

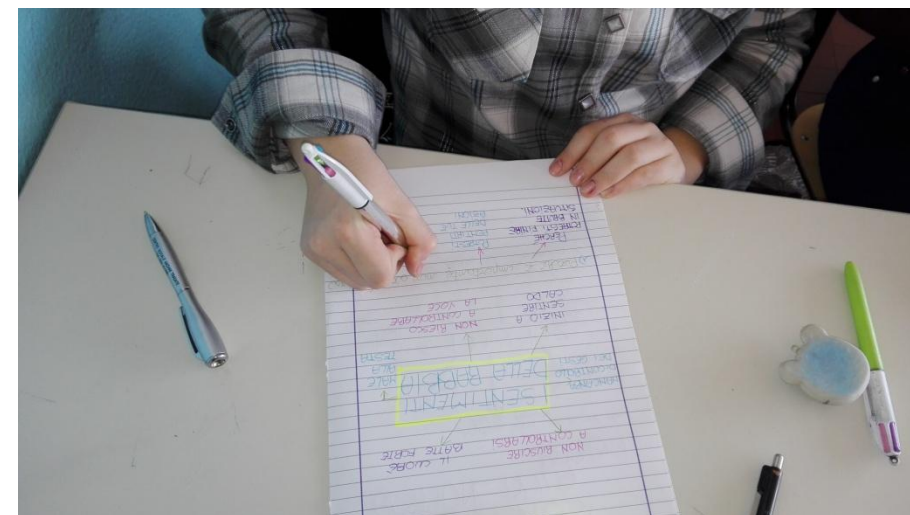
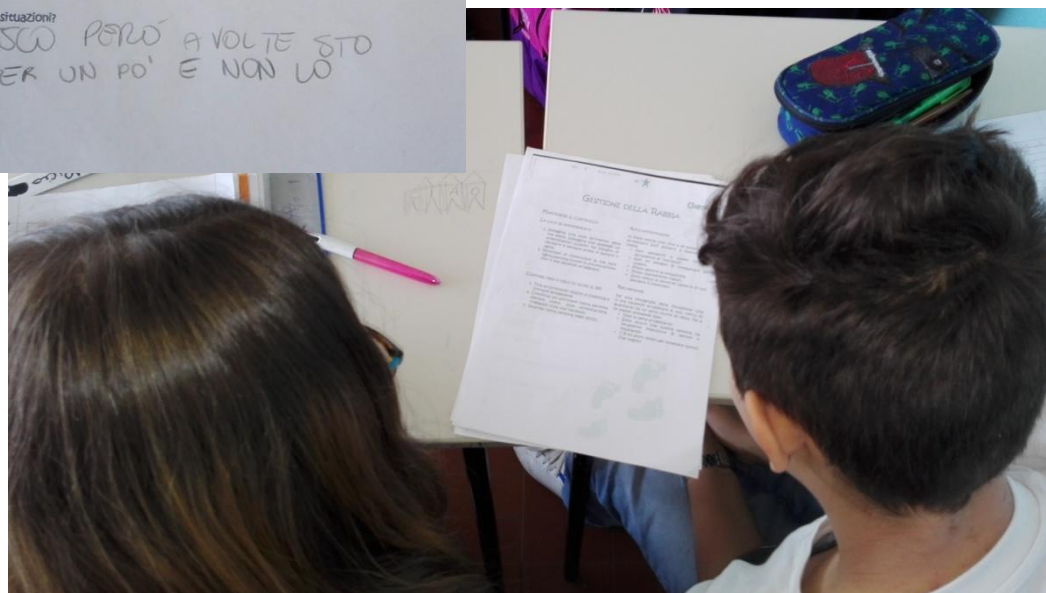
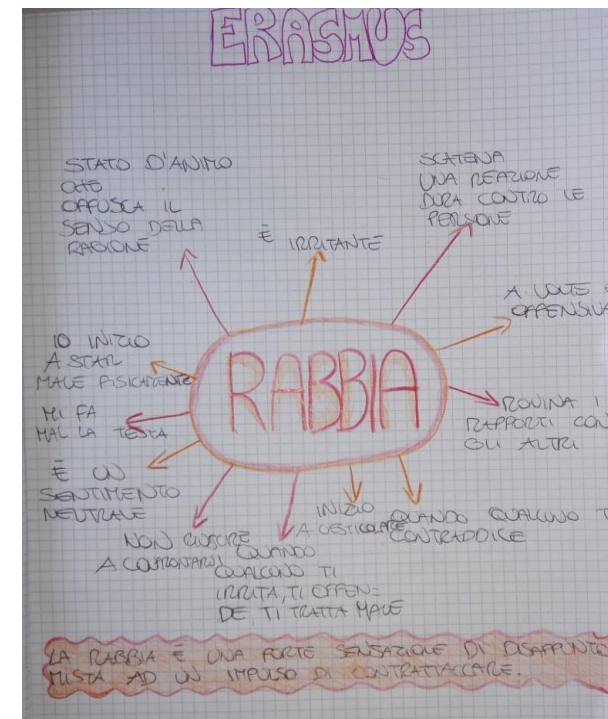
INDICA IL LIVELLO DI RABBIA CHE PROVI NELLE SEGUENTI SITUAZIONI.

SITUAZIONE	PERMANENTE	ABBARRIATO	ABBARRIATO FORDOO
1. Sei in coda e qualcuno ti passa davanti davanti		X	
2. Hai prestato il tuo videogioco preferito ad un tuo amico e lui l'ha perso	X	X	
3. Un gruppo di ragazzi ti sta prendendo in giro			X
4. Qualcuno insulta la tua famiglia		X	X
5. Ci sono dei ragazzi a scuola che dicono pettegolezzi su di te	X		
6. Tua madre sta insistendo perché tu pulisca la tua camera	X		
7. Tua sorella/fratello minore ha preso le tue cose senza chiedere il permesso		X	
8. Qualcuno in strada fa un commento acido su di te			X
9. Un ragazzo più grande ha picchiato tuo fratello/ sorella minore			X
10. Tua madre ha frugato nella tua camera e ha letto le tue cose private	X		

Cos'altro ti fa infuriare?
 QUANDO QUALCUNO MI 'PIRENDE IN GIRO SENZA CONOSCERMI NEMMENO

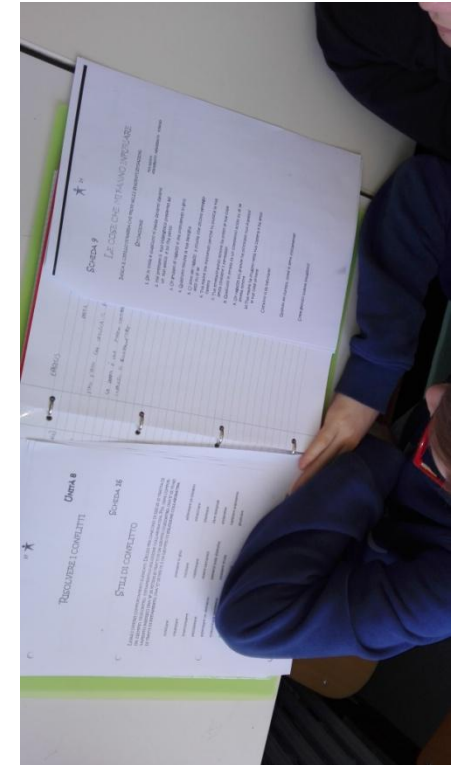
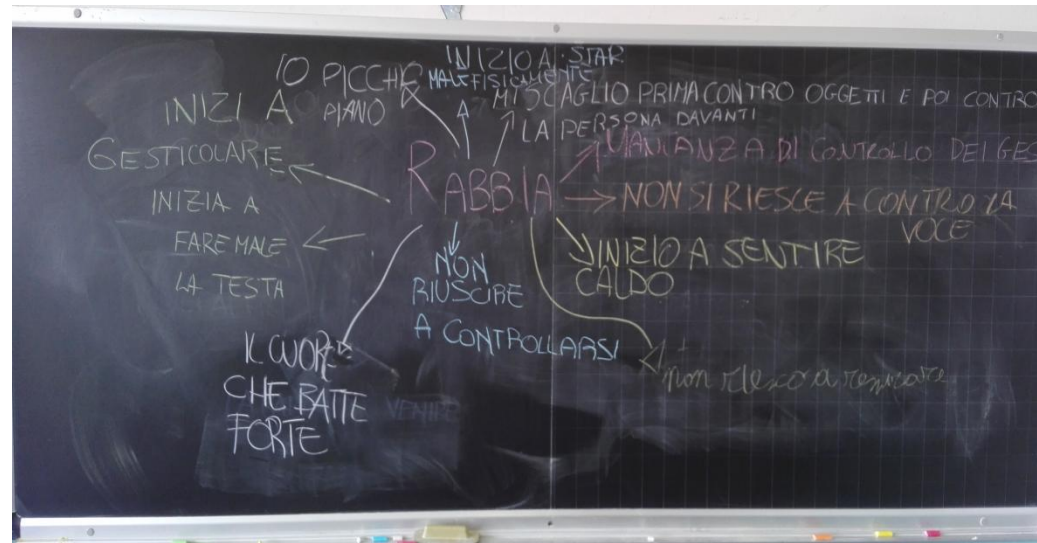
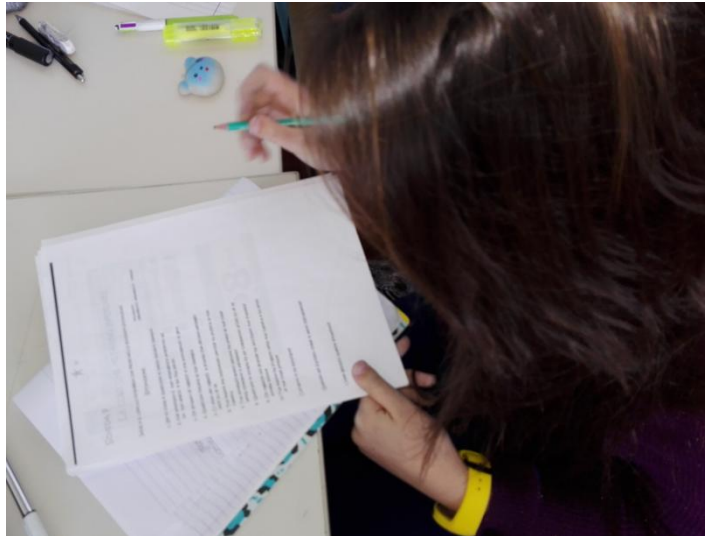
Quando sei furioso, come ti senti fisicamente?
 TREMO

Come gestisci queste situazioni?
 NON RIESCO PERO' A VOLTE STO ZITTA PER UN PO' E NON LO ASCOLTO



PARTIALLY ANGRY, ANGRY, FURIOUS

Everyone has reflected on the things that make him infuriate and on his level of anger in real situations



OUR FINAL DEFINITION

“Anger is a strong feeling of disappointment mixed with an impulse to counterattack”

Situations	Partially angry	angry	furious
1. you are in the queue and someone passes by			
2. you lent your favorite videogame to your friend and he lost it			
3. a group of guys is making fun of you			
4. someone insults your family			
5. There are some guys at school who say gossip about you			
6. your mother is insisting that you clean your room			
7. Your younger sister / brother has taken your things without asking permission			
8. someone on the street makes an acid comment about you			
9. An older boy has beaten your younger brother / sister			
10. Your mother has rummaged in your room and read your private things			

COUNT TO TEN



When you're about to go into a rage, force yourself to count to ten and hopefully the storm will pass. Counting to ten could help stop you from lashing out too harshly when there are obvious consequences for your anger, presumably because the delay gives you time to take these consequences into account before choosing how to act

DEEP BREATHING



Deep breathing is one of the best ways to lower stress in your body. If you breath deeply, you will not lose your temper.

1. Take a deep breath through your nose
2. Breathe out through your lips as if you were whistling

COOPERATING



If you have a cooperating style you see conflict as an opportunity to clarify issues, to learn from each other and to grow as an individual. It is important for you to not only explain where you are coming from and what your issues are, but also to fully understand what is vital for the other person. You prefer an open and honest conversation so everyone's needs are integrated.

COOPERATING IS THE BEST SOLUTION



The advantage of this style is that it is beneficial for relationships as parties respect each other and all needs are equally valued. The open and honest communication allows both parties to gain a better understanding of all issues at play.

SIX STEPS TO RESOLVE A CONFLICT

1. Keep calm
2. calm the opponent
3. listen
4. assert your positions
5. show respect
6. solve the problem



PERFORMANCE “THE PUNISHMENT”



«The punishment» is a performance about bullying. This performance was seen by our pupils and it was an occasion to discuss about this topic



A BULLY AND HIS VICTIM



The actors were very young and therefore pupils talked willingly with them.

Students understood that violent behaviour and deep insecurity are often two sides of the same coin.



Thank you for
your attention

