

Workplace Readiness Skills for the Commonwealth Grades 9 – 10 School

Personal Qualities and People Skills

6. **Conflict Resolution:** Negotiates diplomatic solutions to interpersonal and workplace issues

Objective: Given a workplace or interpersonal issue, students will identify problem, negotiate solutions, and develop resolutions to the problem.

Activities:

1. Participate in conflict resolution program or peer mediation.
2. Develop conflict resolution Social Stories and/or comic strips of problem solving discussions.

Resources for Activities:

Method for solving problems and making decisions (SODAS method: Situation, Options, Disadvantages, Advantages, Solutions):

http://www.pki.nebraska.edu/studentinfo/simp/mentoring_guide/SODAS%20Text.pdf

<http://www.reachoflouisville.com/meath/meath/TRAINING-Module5-SODAS.pdf>

Tool for creating comic strips:

www.makebeliefscomix.com

Objective: The student will be able to effectively compromise with peers and superiors.

Activities:

1. The teacher will model appropriate conflict resolution behaviors using compromise and then the students will role play using the different behaviors learned.
2. Give students a problem/situation that they must come to a compromise when finding a solution.
3. Give students a workplace situation where they must negotiate a solution that satisfies both parties.

Objective: Student will recognize that people may have different views of the same thing.

Activity:

1. Colors exercise:
 - a. Close your eyes and imagine the days of the week.
 - b. What colors come to mind for each day?
 - c. Write down the color for each day.
 - d. Review and compare different color association with your peers and share the reasons for the association.
 - e. Discuss similarities and differences.