

Lesson 3

Communication / Conflict Resolution

S4L: **Skills4Life**
Social Emotional Skills
for Career Studies

Secondary



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Ontario

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ONTARIO ENGLISH
Catholic
Teachers
ASSOCIATION



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We are learning

- To develop effective communication skills and understand their importance in personal and professional relationships
- To apply strategies for resolving conflict in a constructive and respectful manner



Same statement, same meaning?

I never said I was bored



Same statement,
same meaning?

I never said I was
bored



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Debrief



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Communication



Non-verbal communication



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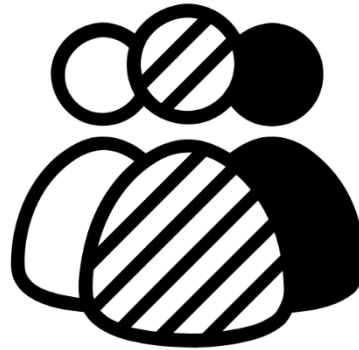
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Non-verbal communication



- Facial expressions
- Body language
- Tone of voice
- ...



- Consider cultural differences
- Situations



- Digital tone
 - Yeah
 - Yeah!
 - YEAH

Listening



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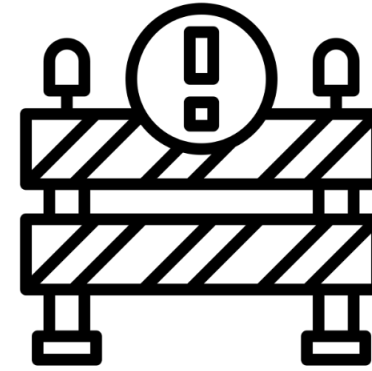
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Listening



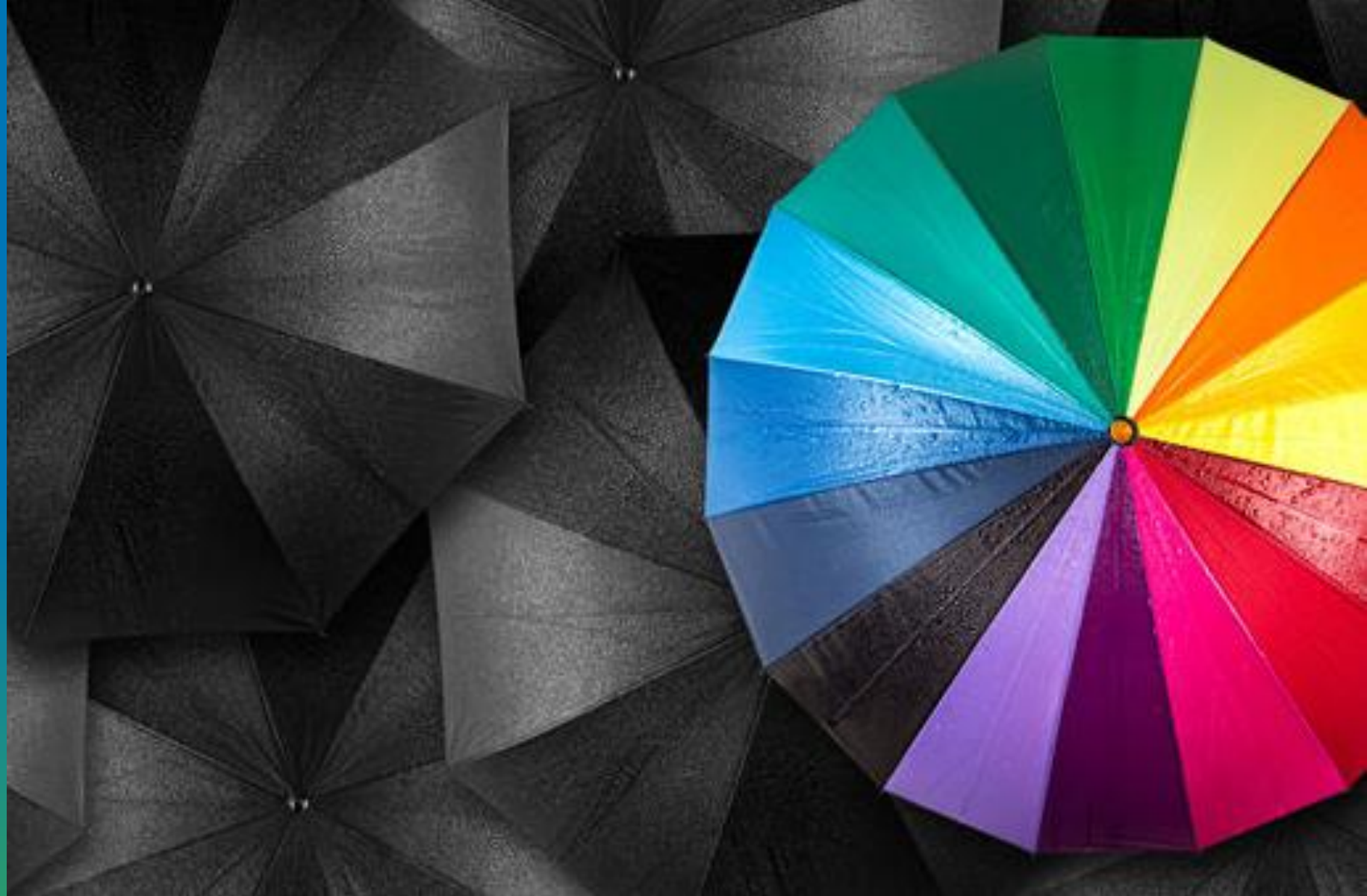
1. Pay attention
2. Take turns speaking
3. Restate what you heard
4. Don't interrupt
5. Use actions to show understanding



Avoid

- Comparing
- Mind Reading

I Statements



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Which of the following statements will lead to a constructive conversation?

A. You never invite me to go out with your friends.

B. I feel hurt when you don't invite me to go out with your friends, because I feel left out. Next time, I'd like to be invited.

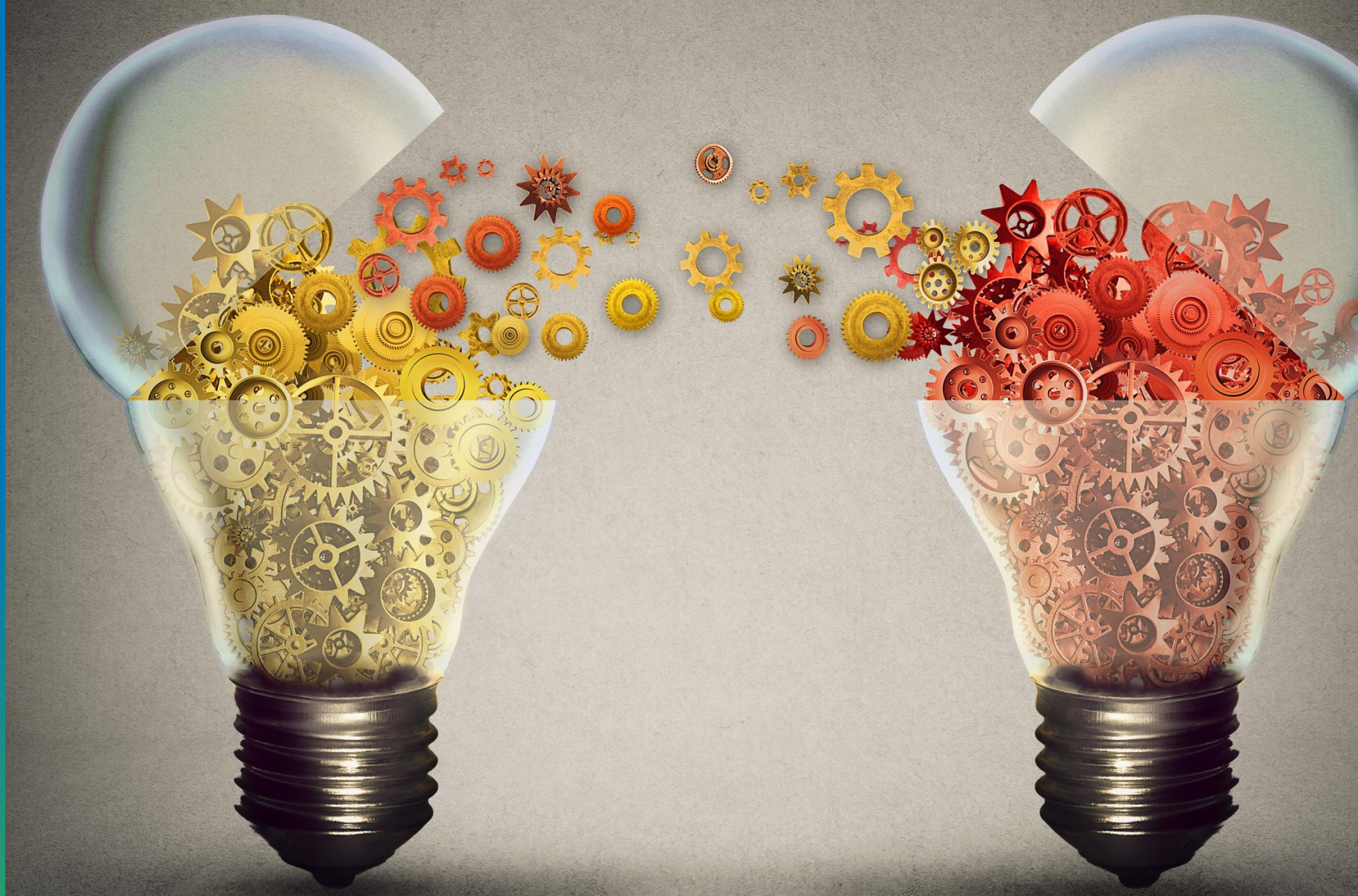


A colleague your age shows up a few minutes late for work every day
and your boss does not say anything.
One day, YOU show up a few minutes late and your boss reams you
out in front of a few colleagues.

I feel _____, when _____ because _____. Next time _____.



Use communication to solve problems



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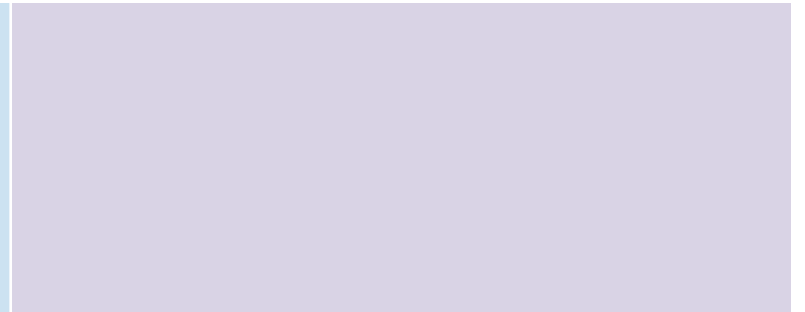
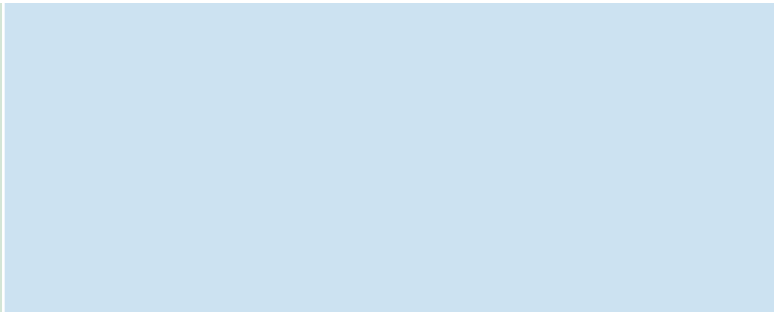
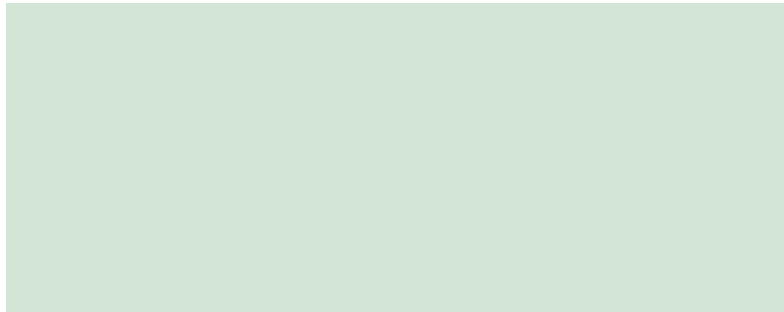
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A friend at work has repeated something you told them in confidence. It is kind of embarrassing, and now lots of people know about it.

You might respond aggressively

You might respond passively

You might take time to use your communication strategies



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You might respond aggressively	You might respond passively	You might take time to use your communication strategies
<ul style="list-style-type: none"> You might blow up at your friend at work. You might share THEIR secrets. You might talk about them behind THEIR back. 		
<p>If you do this...</p> <ul style="list-style-type: none"> The problem won't get solved. The situation might get worse. Your relationship could be really damaged. 		



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<p>If you do this...</p> <ul style="list-style-type: none"> The problem won't get solved. The situation might get worse. Your relationship could be really damaged. 	<p>If you do this...</p> <ul style="list-style-type: none"> The problem still doesn't get solved. You might end up hanging on to your anger and resentment for a long time. 	



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<ul style="list-style-type: none"> You might blow up at your friend at work. You might share THEIR secrets. You might talk about them behind THEIR back. 	<ul style="list-style-type: none"> You might give your friend at work the cold shoulder. You might ignore their calls and texts. 	<p>You could explain to your friend at work how you are feeling using effective communication.</p>
<p>If you do this...</p> <ul style="list-style-type: none"> The problem won't get solved. The situation might get worse. Your relationship could be really damaged. 	<p>If you do this...</p> <ul style="list-style-type: none"> The problem still doesn't get solved. You might end up hanging on to your anger and resentment for a long time. 	<p>If you do this...</p> <ul style="list-style-type: none"> You can have an open conversation. Maybe your friend at work apologizes and is genuinely sorry. This is the best chance you have at sorting things out and maintaining your relationship.



Conflict resolution steps

1. If needed, use a strategy to calm your emotions.
2. Say what's bothering you. Use I statements to describe your thoughts, feelings and experiences around the issue.
3. Invite the other person's view. Restate what you hear them say to demonstrate active listening and validate their experience.
4. Take responsibility for your part in the conflict (be honest with yourself).
5. Brainstorm solutions together (negotiate and compromise)
6. Reach a resolution



If your employer gives you feedback, you can...

- Use non-verbal communication (e.g., nodding) to indicate you are paying attention.
- Use attentive listening skills (e.g., say “I hear you saying _____”).
- Use I statements to explain your side of the story (e.g., “I feel _____”).
- Use conflict resolution strategies (e.g., brainstorm solutions).



How would you respond if your employer said to you...

“I’ve noticed that you’re on your phone a lot during work. I’m concerned that this might be a safety issue and might make our business look bad.”



Notebook

- What is working well and what needs further work with your communication skills?
- How will you apply the communication skills you learned today in different scenarios?



Wrap up

Effective communication and conflict resolution skills can be learned and can help you to be successful in various contexts (e.g., workplaces).

