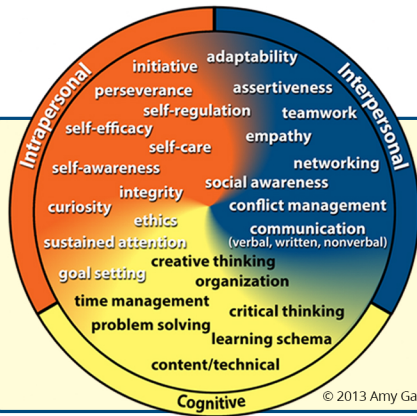


CONFLICT MANAGEMENT



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The **College and Career Competency Framework**, developed by Drs. Gaumer Erickson and Noonan at the University of Kansas, supports educators and families in developing resilient learners who collaborate to expand skills, express their wants and needs respectfully, and apply strategies to self-regulate and persevere. Visit www.CCCFramework.org to learn more about College and Career Competencies.

STUDENT IMPACTS

Teachers providing **conflict management** instruction and classroom practice observe student growth, including:

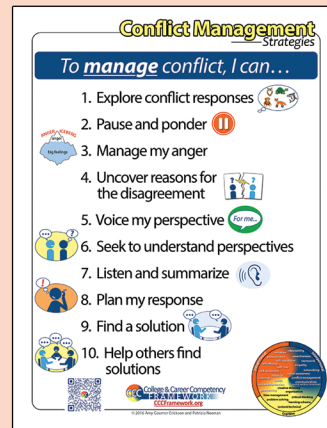
- Increased understanding of their natural response to conflict and the various methods for addressing conflict
- Increased ability to compromise and collaborate with their peers
- Prosocial behavior
- Improved communication
- Increased self-awareness and self-reflection

Research in **elementary** and **secondary** education identifies proven student impacts from teaching **conflict management**.

- Intervening as early as preschool to address conflict, aggression, and bullying is important because these behaviors can escalate into more significant aggression if left unaddressed, leading to long-term negative social skills and peer interactions as the children age (Leff et al., 2001; Levine & Tamburrino, 2014).
- Teaching **conflict management** helps students adapt to social norms used for interpreting others' verbal and nonverbal communication (Burdelski, 2020).
- Students who learn and use constructive, solution-oriented approaches to conflict may guard themselves against loneliness and symptoms of depression; conversely, students who avoid conflict may worsen their loneliness and symptoms of depression (Wang et al., 2020).
- Experts say that constructive conflict among students should occur frequently, that it is psychologically healthy, and that it can have many positive effects. These effects include bringing attention to issues, encouraging self-reflection, making relationships stronger, and improving students' abilities to work through hardships under stress (Johnson & Johnson, 2004).
- Students who train to become mediators gain skills in active listening, questioning to discover causes and motivations, interpreting nonverbal behavior, understanding multiple and differing perspectives, practicing empathy, and remaining impartial (Malizia & Jameson, 2018).

DEFINITION

Conflict Management is knowing how you usually respond to conflict, the reasons behind specific conflicts, and taking steps to resolve conflicts (Noonan & Gaumer Erickson, 2017).



Students use **conflict management** strategies to make appropriate choices in conflict situations.

RESOURCES

- **Instructional Activities** for teaching **conflict management** strategies K-12
- **Teacher Testimonial Videos** for implementing **conflict management**
- **Family Guidance** for building **conflict management** in the home
- Measure student growth in **conflict management** at www.CCCStudent.org

