

## What Is Conflict Management? (Secondary)

Think about a time in the last few months when you were angry with a friend, sibling, teacher, or parent. What was the conflict about? Why did it happen? Conflicts occur for many reasons, like misunderstandings, miscommunication, differences of opinion, and not listening.

Each person involved has a differing perspective that includes their own unique experiences, wants, and needs. When you understand how to examine reasons behind disagreements, respond appropriately, and take steps to resolve them, you are practicing conflict management.

We all experience conflict, as it is a normal part of life, and experiencing conflict isn't necessarily bad. When we work through a conflict, it can actually lead to stronger relationships.

When you learn conflict management, you use strategies like ***explore conflict responses, pause and ponder***, and ***voice my perspective*** to express your wants and feelings respectfully. You also use strategies like ***uncover reasons for the conflict*** and ***seek to understand perspectives*** to understand the other person's point of view and plan your response. Learning Conflict Management Strategies can reduce the stress you feel when you have a disagreement and give you options for working through disagreements.