

Sorting Out Conflict

Conflict Resolution Education in Teacher Education, or CRETE, is a program that trains teacher-candidates in classroom management. A partial list of concepts and skills it imparts includes:

MAJOR COMPONENT	CONCEPT TO BE TAUGHT	SKILL TO BE TAUGHT
Understanding conflict	Functional and dysfunctional conflict	Identify constructive and destructive conflict
	Sources of conflict	Identify conflict triggers in self-and others
Understanding emotion in conflict	Understanding link between emotion and conflict	Building emotional vocabulary Reading others emotions
	Understanding role of emotions in escalating and de-escalating conflict	Identifying emotional triggers to conflict Using the emotional escalation/de-escalation ladder
	Understanding anger	Self-soothing/calming strategies
	Facilitating reappraisal of conflict through emotional awareness	Using questions to identify feelings Using questions to work through conflict
Communication	Active listening	Paraphrasing, summarizing, listening for feelings, and perception checking
	Nonverbal communication	Recognizing nonverbal triggers in conflict
	Cultural difference in communication	Adjusting to cultural differences in language Adjusting to cultural differences in communication
Problem-solving	Achieving consensus	Learning six levels of consensus Facilitating group discussion to consensus
	Conflict styles	Recognizing conflict styles Matching conflict styles to the situation
	Interest-based negotiation	Recognizing interests and positions Questioning to uncover interests behind positions Exploring options/brainstorming Principled negotiation
	Mediation	Mediation
Conflict management as a classroom tool	Creating collaborative community in the classroom	Creating class officers Negotiating class rules Using class meetings
	Cooperative discipline	Recognizing discipline and punishment Developing logical consequences for behaviors Using nonpunitive language

SOURCE: Tricia Jones, Temple University