

**Civics and Ethics Activity #21**  
**"WAYS TO DEAL WITH CONFLICT"**  
**Esfer Cordilleras Middle School 1st Grade**

**INDICATE IF THE STATEMENTS ARE TRUE OR FALSE.**

1. A conflict is a situation in which people, groups or organizations agree on absolutely everything. \_\_\_\_\_
2. Dialogue, organization and establishing agreements can be useful while solving a conflict between two or more parties with different point of views. \_\_\_\_\_
3. When someone wants to solve a clash, listening to the other person isn't useful at all. It only creates more problems. \_\_\_\_\_
4. The objective of mediation is to reach an agreement. \_\_\_\_\_
5. The process of mediation is mandatory. \_\_\_\_\_

**PUT IN ORDER THE STEPS FOR A MEDIATION.**

6. Propose solutions \_\_\_\_\_
7. Start the mediation, present the problem and set the rules \_\_\_\_\_
8. Close the mediation and review the important points \_\_\_\_\_
9. Gather information from each party's version \_\_\_\_\_
10. Reach an agreement \_\_\_\_\_
11. Identify the problem \_\_\_\_\_
12. Clarify the problem and identify the party's interests \_\_\_\_\_

**CHOOSE THE CORRECT ANSWER.**

13. It is a structured discussion where an impartial person (mediator) helps two parties, that are involved in a conflict, reach an agreement. This process needs to be voluntary.

a) conflict

b) mediation

c) mediator

14. This person doesn't make the decision, he or she just helps the communication process by taking into account the emotions, feelings, needs and interest of the people who are involved.

a) conflict

b) mediation

c) mediator

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15. It is a situation in which people, groups or organizations clash or disagree because they have different interests or they don't share the same way of thinking or acting.

a) conflict

b) mediation

c) mediator

16. An impartial person helps two parties, that are involved in a conflict.

a) conflict

b) mediation

c) mediator

17. Dialogue, organization and establishing and agreement, these are...

a) elements to solve a conflict

b) tips for management and resolution of conflicts

c) steps for a mediation

18. It is the pact made with the intention of solving the conflict.

a) dialogue

b) organization

c) establishing and agreement

19. It's fundamental to exchange ideas and acknowledge the interests that are in conflict.

a) dialogue

b) organization

c) establishing and agreement

20. It allows for planned actions to solve the conflict between the parties involved.

a) dialogue

b) organization

c) establishing and agreement

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