

LIFE SKILLS INTERPERSONAL SKILLS

DEALING WITH CONFLICT



LIFE SKILLS

Dealing with conflict

We never have exactly the same ideas or opinions as our friends or family members. We often disagree with people and sometimes we get angry or have arguments. When that happens, we need to deal with conflict in a positive way and work together to solve the problem.

1 Ask and answer the questions with a partner.

- 1 Do you get along well with most people?
- 2 What things make you feel upset or angry?
- 3 What do you and your friends argue about?

2 Read the text quickly. Match the titles (A-D) to four of the tips.

- | | |
|---------------------|------------------|
| A Live and learn | C Stay calm |
| B Be clear and kind | D Think together |

What happens when you and your friends argue? How should you react when they get angry or upset with you? Follow these helpful tips to deal with conflict in your friendships and find a solution that works for everyone.

Friends *and* arguments

Tips for dealing with conflict



1 _____. When we're angry, we might say or even **scream** things that aren't kind. It's always better to keep cool and think carefully before we speak. Count to ten in your head, and if you can't relax, then walk away. Sometimes you have to do that!

2 **Listen first.** Give the other person a chance to speak without **interrupting** them. You have to listen carefully and pay attention to your friend's face and **body language**. Try to imagine how your friend is probably feeling at that moment.

3 _____. You have to be honest about your thoughts and feelings. Explain the problem clearly and say what you need from your friend. You should choose your words carefully and try to be nice to the other person. You don't want to start a new argument!

4 **Admit your mistakes.** Remember that even the best people make mistakes and nobody is perfect. It's OK to make mistakes, but we have to **admit** them and then say we're sorry. We should also forgive other people when they apologise for their own mistakes.

5 _____. Two heads are always better than one. You should have a conversation with your friend about how you could **solve** the problem. And you don't have to keep it a secret. You can get help from another friend or an adult if that's helpful.

6 **Cool down.** After you've had a serious argument, it's good to relax and cool down. When you feel better, you should go for a walk with your friend or maybe you can do something fun. Why not play a sport or watch your favourite TV show together?

7 _____. Arguments are a normal part of life, and we don't have to worry about every **disagreement**. But we should try to learn from them. After all, we don't want to repeat the same mistakes again! Think about what happened, and remember that lesson for the future.

3 Match the sentences to similar ideas in the text.

- 1 Nice people sometimes do things that aren't right.
- 2 You should do something to make you feel calm after an argument.
- 3 We sometimes say bad things to people when we're angry.
- 4 We don't want to have the same problem twice.
- 5 Try to put yourself in the other person's place.
- 6 A third person could help you find an answer.

4 Match the **highlighted** words in the text to the meanings.

- 1 say that something is true or real
- 2 stopping someone who is speaking
- 3 find the answer to something or stop a problem
- 4 when people have a different opinion about something
- 5 shout something very loudly, in a high voice
- 6 movements and positions of your body and face that show other people how you are feeling, without using words

5 Discuss the questions.

- 1 When was the last argument you had with a friend? What did you argue about?
- 2 How did you deal with the conflict? Did you use any tips from the article?



6 Listen to a conversation. Why is Michael upset with Amy? Do they use any of the suggestions in the article to find a solution?



7 Listen again and answer the questions.

- 1 What time did Amy arrive?
- 2 Who has got Amy's bicycle right now?
- 3 When did Michael and Amy plan to meet?
- 4 Why does Amy usually arrive late?
- 5 What solutions do Michael and Amy discuss?
- 6 What does Michael want to do right now?

8 Complete the *Useful language* phrases with the words in the box.

about always fault idea
tired why



USEFUL LANGUAGE

Dealing with conflict with a friend

You've _____ got an excuse.

I'm getting _____ of this.

_____ are you so angry?

I'm sorry _____ that.

It wasn't my _____.

I've got an _____.

PROJECT

Resolving a conflict

Work with a partner. Write a dialogue about two friends who are having an argument. Use the situations and questions below to help you.

- forgetting someone's birthday
- not inviting someone to a party
- borrowing and losing something
- always arriving ten minutes late

- 1 Who are the people in your dialogue?
- 2 What are the people arguing about?
- 3 Which person started the argument?
- 4 How could they solve the problem?
- 5 What can they do after the argument?

Act out your dialogue for the class.
