

## Resolving Conflicts at School

As principals, teachers and students all know, unresolved conflicts increasingly interfere with the education process. They disrupt the classroom and take up valuable teaching/learning time. They contribute to tension, hostility and violence between students and between students and teachers. They often result in punishments like detention, suspension or expulsion--all negative outcomes from which little, if any, positive learning occurs.

Resolving Conflicts at School teaches junior high and high school students the skills they need to resolve their conflicts with each other so that no one loses--so everyone gets their needs met. Much research shows that when students learn these essential communication and conflict resolution skills, there is a marked decrease in fights, arguments, disruptions, detention, suspension and expulsions, and an increase in motivation, self-confidence and learning.

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### What Students Will Learn

- How to listen with empathy to understand another student's point of view
- How to talk about their needs, concerns and problems without blaming others
- How to resolve their conflicts with each other

### How Students Will Benefit

- They understand themselves and others better
- They develop skills that they can use in all their relationships and throughout their lives
- The skills needed for effective conflict resolution--self-disclosure, Active Listening and problem solving--are skills needed for all kinds of learning
- Students who learn and use these skills will contribute to society by making peaceful resolution of conflicts a way of life

### How Schools Will Benefit

- Reduced absenteeism
- Administrators and teachers can concentrate more on education and less on discipline
- Less stress for administrators and teachers
- Violence, vandalism and suspensions are reduced

### Course Description

Resolving Conflicts at School is a 15-hour program which is divided into one-hour segments for easy integration into a life skills or similar program.

### What Teachers Say

"I feel it is important to infuse communication training and conflict resolution skills into every middle school classroom. For the past ten years, I have exposed students to GTI programs to train hundreds of students in communication, conflict resolution and mediation skills. I believe the GTI materials teach common civic lessons and values that should be a principal part of every middle school curriculum."

-- T. Norgard, teacher, San Diego, CA

### What Students Say

"I learned that communication and talking out my problems is the best way to solve conflicts in my

life and in my friends' lives."  
-- L. Schotz

"I feel more confident in solving my own problems and more skilled in helping my friends with their problems."-- G. Luskin

If you would like to discuss how to make Resolving Conflicts at School available at your school, please call us at (800) 628-1197, ext. 300 or email us at [schools@gordontraining.com](mailto:schools@gordontraining.com).

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