

# Conflict Resolution Strategy Workshop Curriculum

## A modern scientific model



[climb.pcc.edu](http://climb.pcc.edu)

The following is enough material for two to four – one hour learning sessions.

**However, it is possible to cover most of the basics in one 90-minute session.**

This highly interactive workshop is designed for intermediate to advanced English speakers ages 12 and up.

### **SUMMARY**

Participants learn to recognize the five primary conflict resolution strategies used by most people most of the time. Then they take a short survey questionnaire/quiz to figure out what their preferred resolution style is. Participants score their own survey questionnaire. It's easy. After that there are some questions to help and encourage everyone to discuss their experiences and better ways to solve conflicts. Nobody has to read this document except maybe administrators who want to know the content. There is a simple PPT to go with it.

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## Objectives

1. Participants learn about the five primary conflict resolution strategies used by most people.
2. Participants learn their own preferred/habitual conflict resolution strategies.
3. Participants learn to quickly recognize what conflict resolutions strategies others are using.
4. Participants have a more peaceful and happier life by using more collaborative and cooperative problem-solving strategies.

## Activities to achieve objectives

1. In pairs (or small groups of three or four) participants are asked to answer some questions about their own attitudes towards, and experiences with conflict.
2. Participants individually take a survey questionnaire to determine their own preferred conflict resolution strategies. After taking the 10-minute questionnaire they are given the “scoring key” so they can calculate their own results. Some people are surprised at the results.
3. Participants are asked to share their results with the group if they feel comfortable with that. (Some students are shy are prefer to not share and that’s OK.)
4. Participants are given some sample situations and asked to identify which conflict resolution strategy is being used.

## Questions 问题

What is a conflict? 什么是冲突?

Why do people have conflicts? 为什么人们会有冲突?

What are some different ways conflicts can be resolved?

有哪些不同的方法可以解决冲突?

Does there always have to be a winner and a loser in conflicts?

在冲突中总有赢家和输家吗?

### 1. Sharing Experiences 分享经验

Please write, or tell a partner in class about one experience you've had with one conflict in your personal life.

请写信或告诉班级同伴有关您个人生活中一次冲突的经历。

a. Who was involved?

谁参与其中?

b. What was it about (the reason, the cause of the conflict)?

它是关于什么的(原因, 冲突原因)?

c. Was it resolved and how?

解决了吗? 如何解决?

d. After the conflict were things between the conflicting people better, the same or worse?

冲突之后, 冲突的人们之间的状况是好还是坏?

e. Can you at this time think of a better strategy for resolving that conflict?

您现在可以考虑解决此冲突的更好策略吗?

### [OPTIONAL SECTION]

#### 1. Confucian Conflict Resolution Strategies 儒家冲突解决策略

The Confucian conflict resolution paradigm is based on learning moral virtue.

儒家的冲突解决范例是基于学习道德美德的。

Chief among these are 其中主要是:

- Forgiveness 恕 Shù
- Benevolence/humaneness 仁 Rén
- Harmony (union, together, peace & with) 和 Hé
- Propriety (etiquette / courtesy / gift / rite / ceremony) 礼 ĭ

- Reciprocity (empathy, “consideration of others” or “do to others as you would have others do to you”) 恕 Shù as in the phrase 己所不欲, 勿施於人 Jǐ suǒ bù yù, wù shī yú rén - For explanation see for example: <https://core.ac.uk/download/pdf/41121953.pdf>

<https://dro.deakin.edu.au/eserv/DU:30045835/pan-aconfucian-2012.pdf>

Like many sage philosophers of his time Confucius was an advisor to powerful feudal lords. He was an advocate of peaceful solutions to conflict and a strategist. At the age of 55 (13th year of Lord Dinggong) he found it wise to set an example. Consequently, he chose self-exile over making some moral compromises he preferred to not make. Thus, he taught by example: In some cases, avoidance is better than compromise. Both, he appeared to believe, were better than conflict (warfare). In this particular case, avoidance was the best solution to avoid conflict.

孔子和他那个时代的许多圣哲一样，是强大的封建领主的顾问。他是和平解决冲突的倡导者和战略家。他 55 岁（定公十三岁）时就发现以身作则是明智之举。因此，他选择自我放逐，而不是做出一些他不愿做出的道德妥协。因此，他以身作则：在某些情况下，回避胜于妥协。他似乎认为，两者都比暴力冲突（战争）好。在这种情况下，回避是最好的解决办法。

The following years from 497 to 484 BC found Confucius roaming from one state to another with his disciples, getting rejected and frustrated everywhere for his old-fashioned, unpopular politics.

After 14 years of lobbying among the states Confucius was invited back by his country. He was already 68. Though he was highly respected at home he was kept out of power. In 16th year of Lord Aigong, when he was 73, Confucius got ill and died before long.

从公元前 497 年到公元前 484 年，孔子和他的弟子们从一个国家游荡到另一个国家，因为他老套的、不受欢迎的政治而到处遭到拒绝和挫折。

经过 14 年的游说，孔子被国家邀请回国。他已经 68 岁了。尽管他在家里很受尊敬，但却被排除在权力之外。爱公十六年，73 岁时，孔子病了，不久就死了。

<https://www.cctv.com/lm/176/71/88863.html>

Though some might consider his choice of avoidance a sign of weakness, it is far more likely it was a symbol of strength. He chose the harder road for himself, his family and his followers to set an example for the powerful lords: Even difficult paths are better than violence and other moral compromises.

尽管有些人可能认为他的回避选择是软弱的迹象，但它更有可能是力量的象征。他为自己，他的家人和追随者选择了一条更艰难的道路，为强大的君主树立了榜样，即使艰难的道路也比暴力和其他道德妥协更好。

Confucius left behind him a moral philosophy that has not only endured 2,500 years, but has served as a shining model of civilized behavior guiding humankind peacefully through many events that could have been far worse. 孔子留下了一种道德哲学，这种哲学不仅忍受了 2500 年的历史，而且还成为文明行为的光辉典范，它通过许多本来可以更糟的事件和平地指导人类。

All of the great religions and philosophies offer solutions to conflict. They are all great! The one used in this training program however is designed to help participants learn about themselves and others in a very short time.

## 2. Five Most Common Conflict Resolution Strategies 五种最常见的冲突解决策略

1. **Competing/confronting/conflict** – Competition can be win-win, win-lose and in some cases a lose/lose scenario. In sports for example, competing is usually a win/lose scenario, although both athletes benefit from the competition. The winner earns recognition and pride, the loser learns his or her weaknesses and how to improve. That is in most respects, a win/win scenario.

**竞争/对抗/冲突-竞争可以是：**“双赢”“输赢”或“双输”情景。例如，在体育运动中，尽管两名运动员都从比赛中受益，但比赛通常是一种双赢的局面。胜利者赢得认可和自豪，失败者学会自己的弱点和如何改进。在大多数情况下，这是一个双赢的局面。

In business competition is usually a win/lose competition. In wars it can be “win/lose,” or “lose/lose.” It can be argued that both sides lose in a war, even though one side loses more.

商业竞争通常是“赢/输”竞争。在战争中“赢/输”或“失去/失去。”可以说，双方在战争中都输了，尽管一方输得更多。

Some kinds of competitions are good, some are not. War is certainly the worst of all. On one hand competition can make both parties stronger however, for every winner a loser is simultaneously created. That’s usually not so fun, though it may be a valuable learning experience. From a management point of view some competition between workers can increase performance, however if taken to extreme levels workers will sabotage each other to win. This will be harmful to the workers and disrupt production. Like all things, there must be some balance in an approach to competition.

有些比赛是好的，有些则不是。战争当然是最糟糕的。一方面，竞争可以使双方更加强，但对于每一个胜利者来说，一个失败者是同时产生的。这通常不那么有趣，尽管这可能是一个宝贵的学习经验。从管理的角度来看，员工之间的一些竞争可以提高绩效，但如果将其推向极端，员工之间就会互相破坏，以取得胜利。这将对工人有害，扰乱生产。像所有的事情一样，在对待竞争的方法上必须有某种平衡。

2. **Accommodating** is cooperative, but it's also giving the other person exactly what they want. It has the drawback of reinforcing bullies who often demand more and more until the accommodator/victim is a slave or dead. In my opinion accommodation is the second worst conflict resolution strategy (with war being the worst). Today the bully wants my lunch money. If I give it to him, tomorrow he will want my lunch money and my jacket. Soon, I will be a slave of the bully.

在冲突中迁就欺负者是合作的，但也会强化欺负者。恃强凌弱者则要求越来越多，直到受害者成为奴隶或死亡。以我的经验，容忍欺负是第二差的冲突解决策略（战争是最差的）。今天恶霸要我的午餐钱。如果我给他，明天他就要我的午餐钱和夹克。很快，我就会成为恶霸的奴隶。

3. **Avoidance** - hiding, postponing and running from conflicts and problems is sometimes the best strategy, but not usually. Usually, people eventually run out of places to hide and they've earned a reputation for being weak and cowardly. This is usually not a good negotiating position. On the other hand, some problems and people will eventually just go away if one ignores them long enough. Thus, there are potential advantages and disadvantages to this strategy depending on the situation.

避免-隐藏、推迟和逃避冲突和问题有时是最好的策略，但通常不是。通常人们最终会跑出藏身之地，他们以软弱和懦弱而闻名。这通常不是一个好的谈判立场。另一方面，一些问题和人们最终会离开，如果一个人忽视他们足够长的时间。因此，根据情况，这一战略有潜在的优势和劣势。

In regards to a gang of school yard bullies running away may seem like the best strategy. On some IQ tests there is (or was) a question about this. The "correct" answer is: "Tell your teacher." But in my experience, this didn't work. Sooner or later the gang will get you. The subsequent beating will be worse. Why? They will be doubly angry because you got them in some small trouble. In my experience it is better to fight even if you know you will lose. Why? You may be able to hurt enough of them to earn some respect. And sometimes, other children on the playground will take note of this and in some cases can put pressure on the gang to leave you alone. When a single individual has had to fight gangs enough times, he or she will learn strategies that can result in victory, even when heavily outnumbered. This is my personal experience in different schools in different countries. Thus, sometimes confrontation (fighting) is better than avoidance, and accommodating bullies even if you know you will lose that fight, at least the first time.

对于一帮校园恶霸来说，逃跑似乎是最好的策略。在一些智商测试中有一个问题。“正确的”答案是：“告诉你的老师。”但根据我的经验，这是行不通的。这帮人迟早会抓到你的。随后的殴打会更严重。为什么？他们会加倍生气，因为你给他们带来了一些小麻烦。以我的经验，即使你知道你会输，也最好还是战斗。为什么？你可能会伤害他们足够赢得尊重。有时，操场上的其他孩子也会注意到这一点，在某些情况下，他们会给帮派施加压力，让他们离开你。自由并不总是自由的。有时人们不得不为自由而战。当一个人与帮派斗争的次数足够多时，他或她将学习能够导致胜利的策略，即使在人数严重不足的情况下。这是我在不同国家不同学校的亲身经历。因此，有时候对抗（战斗）比逃避要好，即使你知道你会输掉那场战斗，至少是第一次。

Sometimes it is possible to avoid conflicts with bullies by forming a “minority coalition.” Gangs of bullies are usually hated by many people. Unfortunately, bullies are usually cowards and choose weak people (and/or new students, e.g. foreigners) for victims. Thus, one may not find many people among the “minority” that is capable of teaching bullies the lessons they need. But, in some cases building a minority coalition does work. It’s usually worth a try.

有时可以通过组成一个“少数派联盟”来避免与恶霸发生冲突。恶霸团伙通常被许多人憎恨。不幸的是，欺负者通常是懦夫，他们选择弱者（和/或新生，如外国人）作为受害者。因此，人们可能不会发现很多人有能力教恶霸他们需要学习的东西。但是，在某些情况下，建立一个少数派联盟确实有效。通常值得一试。

In regards to psychological “inner conflicts” (problems), avoidance is usually the worst strategy. These kinds of problems tend to get worse over time. I worked as a counselor for many years. There are fortunately many ways to resolve most psychological problems if the person is able to rationally think about them. Sometimes some counselors can help. Some counselors however can make things worse.

对于心理上的“内部冲突”（问题），回避通常是最糟糕的策略。随着时间的推移，这些问题往往会变得更糟。我做了很多年的顾问。幸运的是，如果一个人能够理性地思考，那么有很多方法可以解决大多数心理问题。有时候一些顾问可以帮忙。然而，一些顾问会让事情变得更糟。

**4. Collaborating (problem solving)** is an assertive and cooperative strategy for dealing with conflict and usually creates a win-win scenario. In most cases collaborating is the best strategy. When people work together usually both benefit.

协作（解决问题）是一种处理冲突的果断合作策略，通常会创造双赢的局面。在大多数情况下，协作是最好的策略。一起工作的人通常都会从中受益。

Unfortunately collaborating is not always possible. In business for example, one’s competitors are not likely to collaborate (“join forces”) with some new competition. In most cases the established businesses will want to crush and destroy new competition. Though there are national and international laws prohibiting unfair business practices, they are very common and because of the very high level of corruption these days, most laws are not enforced.

不幸的是，合作并不总是可能的。例如，在商业领域，竞争对手不太可能与一些新的竞争对手合作（“联手”）。在大多数情况下，老牌企业会想粉碎和摧毁新的竞争。尽管有国家和国际法律禁止不公平的商业行为，但这些法律非常普遍，而且由于目前腐败程度很高，大多数法律都没有得到执行。

5. **Compromising works sometimes.** Compromising usually means each party gets 50% of what they want. In some cases, it's a good proactive strategy. In other cases, it can involve giving a bully half of something they don't deserve. Thus, compromising can be good or bad depending on the circumstances. Compromising can be a "slippery slope." Once a person starts compromising, where does he or she stop?

有时妥协是有效的。妥协通常意味着每一方都能得到他们想要的 50%。在某些情况下，这是一个很好的主动策略。在其他情况下，这可能涉及给一个恶霸一半的东西，他们不值得。因此，妥协可能是好的，也可能是坏的，这取决于具体情况。妥协可能会滑向奴役。一旦一个人开始妥协，他或她会停在哪里？

Soon, all is lost. But, sometimes it's the best one can get and when there are no other alternatives, one has to accept compromise. Confucius chose at the age of 55 he wasn't going to compromise and the rest is history. Two hundred years after Confucius a Greek philosopher named Zeno of Citium started a philosophy known as Stoicism. Confucius might have liked him as both had reverence for virtue and enduring patiently.

很快，一切都失去了。但是，有时候这是最好的选择，当没有其他选择的时候，你必须接受妥协。孔子在 55 岁的时候选择了不妥协，其余的都是历史。孔子两百年后，一位名叫齐诺的希腊哲学家创立了一种叫做斯多葛主义的哲学。孔子可能喜欢他，因为他既尊重美德，又耐心忍耐。

Most of us use all of these strategies at one time or another. But it's also true that most of us have a pretty strong habit to rely on only one or two strategies more than the others. If we reflexively use collaborating, that's great!

我们大多数人都会在某个时候使用所有这些策略。但事实上，我们大多数人都有一个很强的习惯，只依赖一个或两个策略多于其他策略。如果我们一贯使用协作太好了！

It means we are solution oriented and cooperative. Unfortunately, this strategy isn't always possible, especially in cases where one party has vastly more power than the other. In those cases, the super-powerful party will usually just refuse to collaborate.

这意味着我们喜欢参与解决问题和合作的细节。不幸的是，这种策略并不总是可行的，尤其是在一方拥有比另一方多得多的权力的情况下。在这种情况下，超级强权政党通常会拒绝合作。

### **Conflict Management Styles Quiz 冲突管理风格测验**

For students in a classroom the "Conflict Management Styles Quiz" is a good (free) way to find out what strategies we usually use.



对于课堂上的学生来说，“冲突管理风格测验”是一个很好的（免费的）方法来找出我们通常使用的策略。

Take: Conflict Management Styles Quiz Source: Reginald (Reg) Adkins, PhD, Elemental Truths. It can be downloaded from:

采取：冲突管理风格测验来源：雷金纳德（Reg）阿德金斯，博士，基本真理。可从以下网址下载：

<https://facultyombuds.ncsu.edu/files/2015/11/Conflict-management-styles-quiz.pdf>

[There is one difference between the vocabulary in that quiz and my explanation above. The quiz uses the “harmonizing.” I use the word “accommodating.” In English the words are slightly different, but the process is about the same: Giving the other person everything they want.]

[该测验中的词汇与我上面的解释之间存在一个差异。测验使用“和谐”。我用“包容”这个词。在英语中，单词略有不同，但过程大致相同：给对方他们想要的一切。]

After taking this Quiz students can analyze their own results. Which of the five strategies did they score highest? Second? Third? Fourth? Fifth? Do they agree with the results? Why or why not? Can they give examples from their lives where they’ve used the wrong strategy?

参加完这个测验后，学生们可以分析他们自己的结果。他们在五种策略中哪一种得分最高？第二个？第三个？第四个？第五个？他们同意结果吗？为什么或者为什么不？他们能举出他们生活中使用错误策略的例子吗？

What are pros and cons of each of the five strategies? 五种策略各有哪些利弊？

	Pros	Cons
Collaborating		
Competing		
Avoiding		
Accommodating		
Compromising		

#### 4. Positive and Negative Effects of Conflict 冲突的正面和负面影响

First, in small groups or pairs, try to make a list of what you think are the positive and negative effects of conflicts.

Then, research them on the internet. The following is one example.

首先，在小组或小组中，试着列出你认为冲突的积极和消极影响。

然后，在互联网上进行研究。下面是一个例子。

**Read:** Conflict's Positive and Negative Aspects 解读：冲突的积极和消极方面

<https://viaconflict.wordpress.com/2014/02/16/conflicts-positive-and-negative-aspects>

Writer's Note: To the rather short list of negative consequences of conflict (on the above link) I'd add that conflict can:

编者按：在冲突的负面后果的简短列表中（在上面的链接上），我要补充一点，冲突可以：

Start feuds that can last generations,

Kill a lot of people

Destroy entire families, villages, towns, cities and nations - literally erase them from the earth.

开始可以持续几代人的仇恨，

杀死很多人

摧毁整个家庭，村庄，城镇，城市和国家-从字面上将它们从地球上抹去。

### **Thinking Question 思考问题**

What are some situations when some of the conflict resolution strategies might not work?

当某些冲突解决策略可能不起作用时，会出现什么情况？

### **5. Conflict Resolution in the EFL Classroom EFL 课堂中的冲突解决**

The United States Institute of Peace has developed this guide on conflict resolution as a resource for students and educators to help students develop the skills necessary to negotiate the world and to be effective, responsible individuals.

美国和平研究所制定了这一冲突解决指南，作为学生和教育工作者的一种资源，帮助学生发展必要的技能，以便与世界谈判，成为有效和负责的个人。

The United States Institute of Peace is an independent, nonpartisan federal institution created by Congress to promote the prevention, management, and peaceful resolution of international conflicts.

美国和平研究所是由国会建立的独立，无党派的联邦机构，旨在促进预防，管理和和平解决国际冲突。

<http://teachesl.pbworks.com/f/Confict+resolution+in+ESL+classroom+copy.pdf>

(And yes, it is ironic that the US Federal government also known as earth's "War-Monger in Chief of the 20<sup>th</sup> and 21<sup>st</sup> Centuries" actually produced a pretty good handbook on Conflict Resolution, but life is full of irony.)

（是的，具有讽刺意味的是，美国联邦政府也被称为地球的“20世纪和21世纪的首席战争贩子”，实际上编写了关于冲突解决的相当不错的手册，但生活充满讽刺意味。）

## 6. Conflict Resolution Strategies Vocabulary with Chinese Translations 中文翻译中的冲突解决策略词汇

### FIVE STRATEGIES PEOPLE USE TO DEAL WITH CONFLICT:

Strategy - 策略 [cè lüè] way of doing something – plan - approach

**Avoidance** (noun) Avoid (verb) – hide from, run away from a problem, 回避 huí bì = Deny (v.) there is a problem. (denial - noun.)

**Confrontation** (= competing) (noun) Confront (verb) – attack back, fight 对抗 duì kàng

**Accommodation** (noun) Accommodate (verb) 姑息 gū xī = Give them what they want. = Appeasement 姑息 gū xī = Yielding 屈服 Qū fu = Surrender 投降 tóu xiáng

**Compromise** (Noun and verb) 妥协 tuǒ xié = A 50/50 solution - you get half, I get half

**Collaboration** (Problem Solving) 解决问题 jiějué wèntí – figure out solutions to the problem behind the problem. (Figure out solutions: 找出解决方案)

### Conflict Resolution Vocabulary Quiz 冲突解决词汇测验

Fill in the blank with the conflict resolution strategy (above) being used in the situations below.

1. \_\_\_\_\_ You start yelling (大喊) at your younger sister for always following (跟随) you around. You slam the door in her face. (Follow you around everywhere: 到处跟着你) (slam the door 摔门)

2. \_\_\_\_\_ You always know the answers in your history class. Some of your friends make fun of (取笑) you for that, so you've decided not to answer questions any more.

3. \_\_\_\_\_ Your mother is angry because you came home 2 hours after your curfew (宵禁). You don't get mad; instead you ask if you can talk about this tomorrow because you're tired. She agrees to do this.

4. \_\_\_\_\_ Your parents are worried about your grade in math. You don't understand the math homework, but your parents think it's because you are not spending enough time doing your homework. You ask your father if he can help you once a week for an hour on your math homework. He agrees.

5. \_\_\_\_\_ Two students are talking in the back of the class about someone you know but don't know very well. You know what they are saying is untrue but you don't say anything to them.

6. \_\_\_\_\_ You want your parents to change your curfew from 10:00 pm to midnight (12:00) on Saturday nights, but after talking with them about this, you agree on 11:00 pm.

### **What Would You Do? 你会怎么做?**

Directions: Write the letter of the response that most closely matches what you would do in each situation.

#### **YOUR PROBABLE RESPONSE**

- A. Try to convince someone of your point or stand up for what you believe.
- B. Walk away from the situation, ignore the situation, or deny that there is a problem.
- C. Do what others want even if you disagree or if it's not what you want.(Accommodation)
- D. Agree to a 50/50 solution. (Compromise)
- E. Find a solution that makes everyone happy. (Problem solving)

### **Situation 情况**

- \_\_\_ 1. Your mother wants you to help her clean the house on Saturday night and you want to go out with your friends.
- \_\_\_ 2. Your best friend always borrows your things and never gives them back.
- \_\_\_ 3. Someone is saying bad things about your friend. You're angry because you know what they are saying isn't true.
- \_\_\_ 4. You think your teacher has been unfair in grading your test. You think your grade should be higher.
- \_\_\_ 5. Your friend always wants to copy your homework and it bothers you because it takes you a very long time to do your assignments.
- \_\_\_ 6. Your friends want to skip school and you don't

### **Small Group Discussion - What Would You Do? 小组讨论-您会怎么做?**

#### **Try to problem solve the following situations**

**Hint:** Collaborating (Problem Solving) usually works best when it's an option.

**Note:** When is problem solving not an option? Usually when one of the conflicting parties has such overwhelming power that it doesn't want to "problem solve." However, sometimes creative solutions can be found.

## Scenarios 情境

1. Your little sister is always following you around and it's making you crazy. How can you solve this problem?
2. Your friend always copies your test answers during tests and you're not comfortable with this. But, you're afraid to tell him or her to stop.
3. Your mother is mad because you came home 2 hours after your curfew.
4. You are a chicken farmer. Every week the uneducated farmer near your farm steals two of your chickens because his chickens are always sick and die. They die because he doesn't feed them right.
5. Every day when you're in school pink monkeys from mars go into your bedroom and steal your underwear.

## Examples From Your Own Life 自己生活中的例子

Please describe one or two examples from your own life when you've used the wrong conflict resolution strategy and it made the conflict worse instead of better:

- a. Avoidance – hide from, run away from a problem 回避 huí bì

Can you think of a better way to solve this problem (解决问题) now?

- b. Confrontation – compete, attack back, fight 对抗 duì kàng

Can you think of a better way to solve this problem (解决问题) now?

- c. Accommodation 姑息 gū xī = Give them what they want. = Appeasement  
姑息 gū xī = Yielding 屈服 Qū fu = Surrender 投降 tóu xiáng

Can you think of a better way to solve this problem (解决问题) now?

- d. Compromise 妥协 tuǒ xié = A 50/50 solution - you get half, I get half

Can you think of a better way to solve this problem (解决问题) now?

Please give an example from your life when you think you've done a good job of solving a problem.

- e. Collaborating (Problem Solving) 解决问题 jiějué wèntí – figuring out solutions to the problem behind the problem.

## Role Plays 角色扮演

Each pair of students will be asked to choose one of the above scenarios for a role play. Each role play will have two parts:

将要求每对学生选择上述场景中的一个进行角色扮演。每个角色扮演都包含两个部分：

1. Write a short 2 - 3-minute role-play with the unsatisfactory ending based on one of the above.

根据上述情况之一，写短短的 2-3 分钟角色扮演，结局不理想。

2. Re-write the ending with a better conflict resolution strategy. In most cases (but maybe not all) it will involve problem solving rather than avoidance, confrontation, compromise or accommodation. This second part can be just one minute as it involves just re-writing the ending.

用更好的冲突解决策略重写结尾。在大多数情况下（但可能不是全部），这将涉及解决问题，而不是避免，对抗，妥协或适应。第二部分可能只是一分钟，因为它涉及重新编写结尾。

## Additional Writing Practice 附加写作练习

Students can be encouraged to write on the subject of conflict resolution strategies using different text types, e.g. essay, feature article, speech, script, instructions and/or blog.

可以鼓励学生写关于解决冲突策略的文章

使用不同的文字类型，例如 文章，专题文章，演讲，脚本，说明和/或博客。

## Presenter's background 主持人背景

Having traveled a lot from a young age I had to engage in conflict resolution many times. Thus, I know well there is not always one best strategy for all situations. 从小就经常旅行，我不得不多次参与解决冲突。因此，我很清楚，并非所有情况下都存在一种最佳策略。

I first learned about the science of conflict resolution in an online class:

我首先在在线课程中了解了解决冲突的科学：

**Conflict Resolution Skills** – University of California, Irvine via Coursera

冲突解决技能-加州大学欧文分校

Certificate:

<https://www.coursera.org/account/accomplishments/verify/8LRTRMDGW83B>

The instructor of that class explained conflict resolution in the context of business management. None-the-less, these conflict resolution strategies can be used in resolving many other kinds of conflicts as well.

那个班的老师在商业管理的背景下解释了解决冲突的方法。同样，这些冲突解决策略也可以用于解决许多其他类型的冲突。

It is very useful to know and be able to recognize these five strategies. Most people have a habit of using one or two of them. We should all know all five in order to avoid reflexively relying on one or two of them.

了解并能够识别这五种策略非常有用。大多数人习惯于使用五种中的一种或两种。我们都应该知道所有五个，以避免条件反射地依赖其中的一两个。

There is, in most cases, one “best” strategy: Collaborating (problem solving). Unfortunately, that is not always possible. I like to believe however, that with enough creativity, it is usually possible, but... some individuals are not cooperative and it doesn't always work.

在大多数情况下，有一种“最佳”策略：协作（解决问题）。不幸的是，这并不总是可能的。然而，我愿意相信，只要有足够的创造力，这通常是可能的，但是……有些人就是不合作，而且并不总是奏效。

Still, it's worth a try! 尽管如此，还是值得一试！

And whatever the outcome, smile, smile, smile! 不管结果如何，微笑，微笑，微笑！

