

Do Now

# Successfully managing arguments and conflicts



Carrie and her brother, Jacob, usually get on well. However, they have polar opposite political views.

At a family dinner, the subject of politics came up. Jacob couldn't hold his tongue about his opinions, which started up his sister, who began shouting about hers. The pair eventually made up, but it ruined everyone's evening.

**Discuss: Why is it silly to fall out with our loved ones over things which aren't directly in our control?**



Today we'll be looking at a variety of arguments and conflicts. Why do you think it's important we study conflict management?

*I think this is important because...*

# Successfully managing arguments and conflicts

## Learning outcomes:

Describe in detail how you could resolve or manage different conflicts using the strategies you will learn about today. Actively demonstrate how you can successfully resolve conflicts and arguments.

**Conflict** – A disagreement, argument or clash between people.

**Resolution** – Finding a solution to the conflict that both sides can accept.

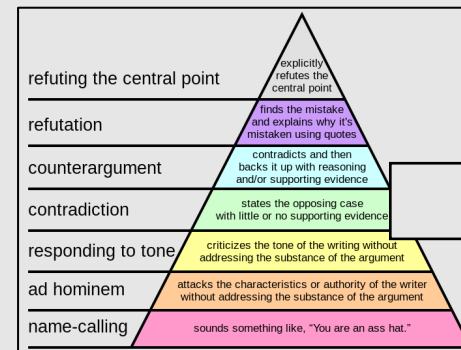
**Conflict management** – being able to stop the argument getting out of hand, to diffuse it and to take steps to find a resolution.

## We're now going to read Part 1 of the transcript of Carrie and Jacob's argument.

You can do this in pairs, with one of you choosing to be Jacob and the other Carrie.

Then, keep hold of the script and using your argument triangle (explained next slide), circle and label where you find:

- 1) Name calling
- 2) An ad hominem insult
- 3) A contradiction
- 4) A counter argument.
- 5) Responding to tone.



**Carrie and Jacob's argument Part 1 (the conflict)**

**Carrie:** Can you believe all the stuff in the news about that Luigi Mangione guy who shot the American Private Healthcare CEO? Loads of people are stocking up for him. But he's a murderer!

**Jacob:** He is – and what he did was obviously wrong, but that CEO oversaw hundreds of thousands of people not receiving treatment for serious illnesses – many of whom ended up dying or becoming bankrupt because they had to pay for everything themselves, after paying into an insurance pot for years which was supposed to pay for their treatment when they became ill!

**Carrie:** Well, what do the Americans want? A crappy NHS service where you're waiting for years for an operation? I'd rather we all had private healthcare. At least then our tax wouldn't be paying for treatment for smokers and people who had the choice to look after their bodies and chose not to.

**Jacob:** How can you say that? You're not exactly a health queen yourself. Guzzling on chocolates, barely doing any exercise, what if you were to suddenly become ill?

**Carrie:** Well, my own private health insurance would pay for it.

**Jacob:** But it didn't for all those people, did it? That's the point I'm making you complete duh-head? You're calling a duh-head? I got better GCSE results than you.

**Carrie:** You're not like it. Always droning on in that whiney voice of yours, yelling at your table. So uncouth.

**Jacob's argument Part 2 (the resolution)**

**Jacob:** I don't get how you can call yourself a caring person, who supposedly wants to help people in need and not want everyone to have access decent, free healthcare.

**Carrie:** Jacob, have you ever thought about how the 'people in need' in our country pay, pay for five hours in A+E, or even worse, lie for days on trolleys in hospital corridors before they're seen by a doctor? Our healthcare system isn't free. We pay for it through our tax and currently, we don't get the levels of care we all deserve and pay for. As for not wanting everyone to have decent healthcare – of course I do. I just think people would take more responsibility if they could see that they're actively paying towards their own healthcare, not everyone else's. That way less people would become ill anyway.

**Jacob:** Oh, I get your point about that part – and actually I can see how that makes sense. But the private healthcare insurance system is so easily corrupted – and that's what happened with that CEO that was shot in America. His company were taking responsible people's hard-earned cash, and then giving them nothing in return, when

# Carrie and Jacob's argument Part 1 (The Conflict)



**Carrie:** Can you believe all the stuff in the news about that Luigi Mangione guy who shot the American Private Healthcare CEO? Loads of people are sticking up for him. But he's a murderer!

**Jacob:** He is – and what he did was obviously wrong, but that CEO oversaw hundreds of thousands of people not receiving treatment for serious illnesses – many of whom ended up dying or becoming bankrupt because they had to pay for everything themselves, after paying into an insurance pot for years which was supposed to pay for their treatment when they became ill!

**Carrie:** Well, what do the Americans want? A crappy NHS service where you're waiting for years for an operation? I'd rather we all had private healthcare. At least then our tax wouldn't be paying for treatment for smokers and people who had the choice to look after their bodies and chose not to.

**Jacob:** How can you say that? You're not exactly a health queen yourself. Guzzling on chocolate, barely doing any exercise, what if you were to suddenly become ill?

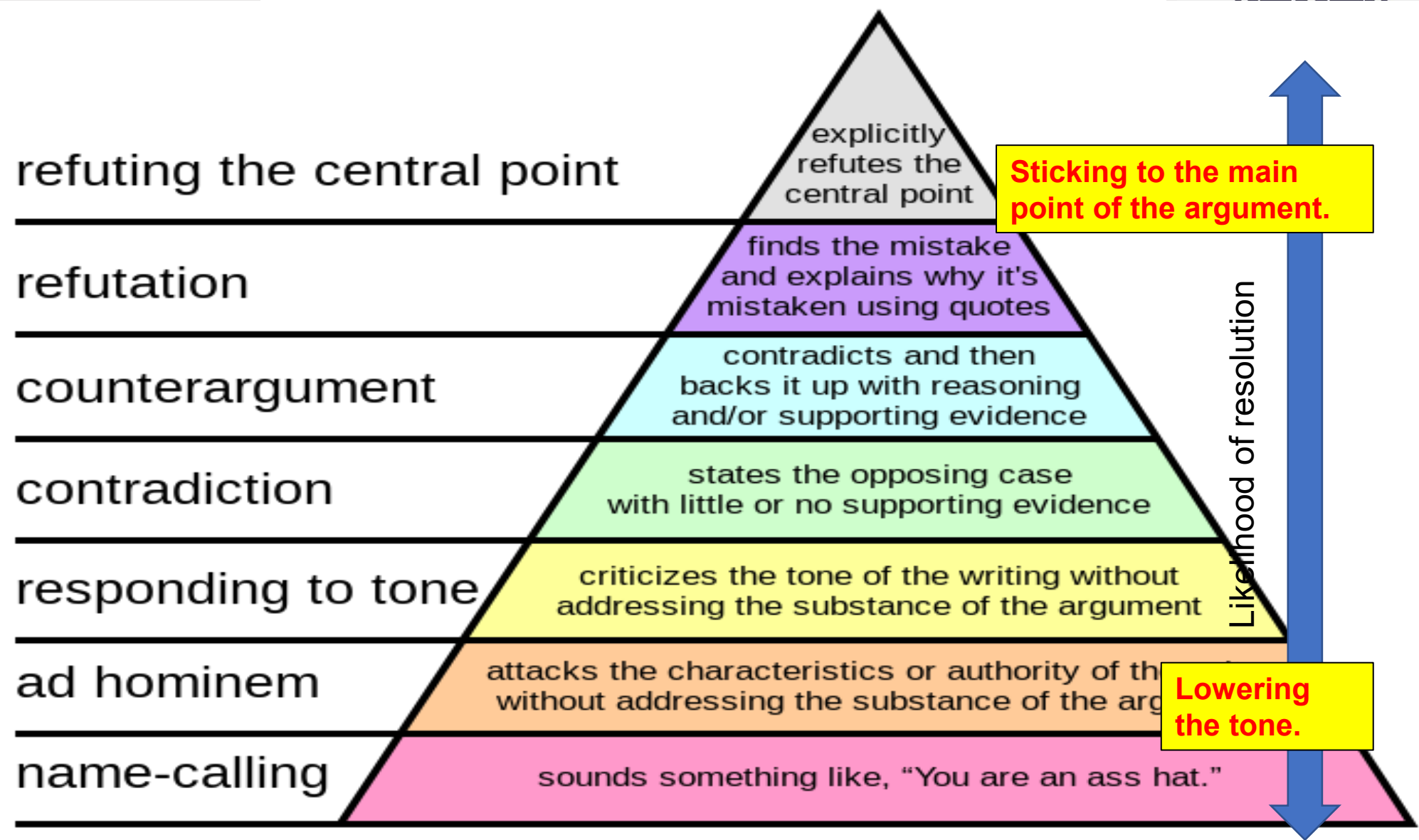
**Carrie:** Well, my own private health insurance would pay for it.

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**Carrie:** Who are you calling a duh-head? I got better GCSE results than you.

**Jacob:** Well, you don't act like it. Always droning on in that whiney voice of yours, yelling about politics at the dinner table. So uncouth.

When we are trying to resolve conflict it's always a good idea to remember that there are different levels to any argument. The more focused you stay on the point at hand, the less likely it is that conflict will spiral. You need to stick to your main point, stay respectful and acknowledge what the other person is saying. Responding by 'lowering' the tone will never help you resolve conflict and may make things much worse.



Watch the clip and listen carefully. We'll then go through together the summary of what the professor is saying (below).

<https://www.youtube.com/watch?v=IDj1OBG5Tpw>

**CONFLICT)** A discussion may turn into an argument when someone's identity feels under threat (a core value someone holds is threatened, a person feels personally offended, as that core value feels like it's part of their identity.) The person's emotions flare up, they argue back.



**RESOLUTION STEP 1)** Someone begins to stop speaking and actually listens and tries to understand exactly what the other means, why they feel that way and what they're saying. They begin to appreciate the other person as having some valid perspective.

**RESOLUTION STEP 2)** Someone begins to seek the common ground and common values the two of them share. They find an emotional connection that transcends (connects them emotionally) above the argument at hand. It's no longer me vs you, but us both facing the same problem.

## We're now going to read Part 2 of the transcript of Carrie and Jacob's argument.

You can do this in pairs, with one of you choosing to be Jacob and the other Carrie. This time you're going to use the second half of your help sheet to label and circle:

- 1) Resolution Step One
- 2) Resolution Step Two



<https://www.youtube.com/watch?v=IDj1OBG5Tpw>

**CONFLICT** A discussion may turn into an argument when someone's identity feels under threat (a core value someone holds is threatened, a person feels personally offended, as that core value feels like it's part of their identity.) The person's emotions flare up, they argue back.

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**RESOLUTION STEP 2** Someone begins to seek the common ground and common values the two of them share. They find an emotional connection that transcends (connects them emotionally) above the argument at hand. It's no longer me vs you, but us both facing the same problem.

**Carrie and Jacob's argument Part 1 (the conflict)**

**Carrie:** Can you believe all the stuff in the news about that Luigi Mangione guy who shot the American Private Healthcare CEO? Loads of people are sticking up for him. But he's a murderer!

**Jacob:** He is – and what he did was obviously wrong, but that CEO oversaw hundreds of thousands of people not receiving treatment for serious illnesses – many of whom ended up dying or becoming bankrupt because they had to pay for everything themselves, after paying into an insurance pot for years which was supposed to pay for their treatment when they became ill!

**Carrie:** Well, what do the Americans want? A crappy NHS service where you're waiting for years for an operation? I'd rather we all had private healthcare. At least then our tax wouldn't be paying for treatment for smokers and people who had the choice to look after their bodies and chose not to.

**Jacob:** How can you say that? You're not exactly a health queen yourself. Guzzling on chocolate, barely doing any exercise, what if you were to suddenly become ill?

**Carrie:** Well, my own private health insurance would pay for it.

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**Carrie and Jacob's argument Part 2 (the resolution)**

**Jacob:** I just don't get how you can call yourself a caring person, who supposedly wants to help people in need and not want everyone to have access decent, free healthcare.

**Carrie:** Jacob, have you ever thought about how the 'people in need' in our country [brrr, Ig all for five hours in A&E, or even worse, lie for days on trolleys in hospital corridors before they're seen by a doctor? Our healthcare system isn't free. We pay for it through our tax and currently, we don't get the levels of care we all deserve and pay for. As for not wanting everyone to have decent healthcare – of course I do. I just think people would take more responsibility if they could see that they're actively paying towards their own healthcare, not everyone else's. That way less people would become ill anyway.

**Jacob:** Oh, I get your point about that part – and [giggles] I can see how that makes sense. But the private healthcare insurance system is so easily corrupted – and that's what happened with that CEO that was shot in America. His company were taking responsible people's hard-earned cash, and then giving them nothing in return, when

# Carrie and Jacob's argument Part 2 (The Resolution)



**Jacob:** I just don't get how you can call yourself a caring person, who supposedly wants to help people in need and not want everyone to have access decent, free healthcare.

**Carrie:** Jacob, have you ever thought about how the 'people in need' in our country have to sit for five hours in A+E, or even worse, lie for days on trolleys in hospital corridors before they're seen by a doctor? Our healthcare system isn't free. We pay for it through our tax and currently, we don't get the levels of care we all deserve and pay for. As for not wanting everyone to have decent healthcare – of course I do. I just think people would take more responsibility if they could see that they're actively paying towards their own healthcare, not everyone else's. That way less people would become ill anyway.

**Jacob:** Ok, I get your point about that part – and actually I can see how that makes sense. But the private healthcare insurance system is so easily corrupted – and that's what happened with that CEO that was shot in America. His company were taking responsible people's hard-earned cash, and then giving them nothing in return, when they desperately needed it. And did you know they didn't even use real people to decide if health claims were real or not. They used AI. Thousands of people turned down for life-or death treatment. Cancer treatment – by a computer. No human even ever read their claims.

**Carrie:** Actually, I had heard that. That is really, genuinely terrible. And scary. We'd be devastated if Gran had been refused her cancer treatment. Lord knows, our family could never be able to pay for it ourselves.

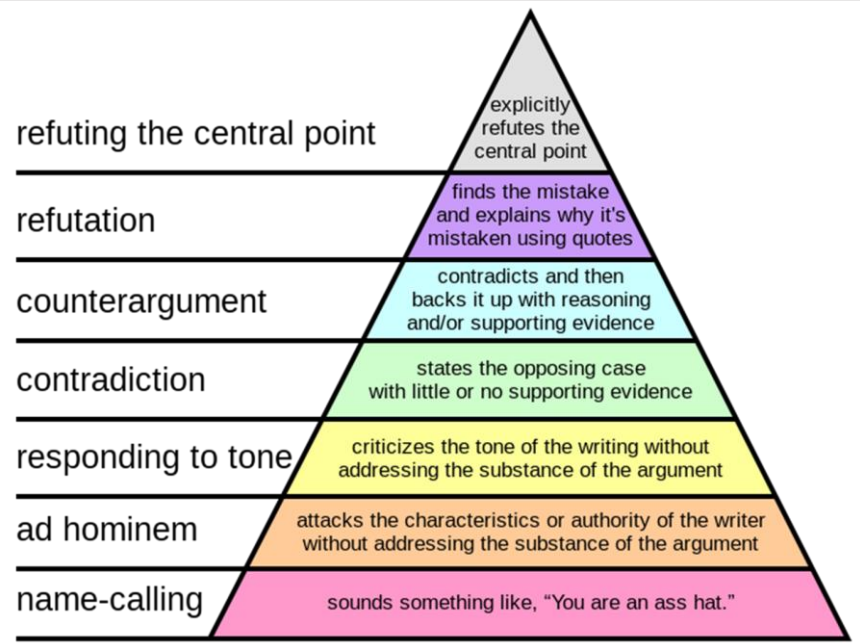
**Jacob:** Right – well this is what I'm talking about. At least the NHS is accountable to the government, and the government is accountable to us. Although I would agree with you that prevention is better than cure. We should all be taking better care of our own health.

**Carrie:** I'll drink to that. Although maybe with the orange juice rather than the coke.

# Real life examples and learning how to resolve conflict:

1. Read each real-life scenario and identify one way each conflict could be managed and resolved by using the information on your clip task and info sheet.
2. Explain what you think the outcome could potentially be.
3. Explain why you think this choice of conflict management would work and why you think this would be the particular outcome.

**Be prepared to share your ideas with the rest of the class.**



Real Life Case Study:	Identify one way each conflict could be managed and resolved by using the information on your clip task and info sheet.	Describe what outcome might be the potential	Explain why you think this choice of conflict management would work and why you think this would be the particular outcome.
Craig thought it would be funny to get back to the changing rooms early after PE and fill Tom's shoes full of crisps. He thought Tom would find this funny. Tom was furious. However, Tom had played a similar prank on Craig earlier in the week.			
Melissa wanted to go to the cinema with her friends on Sunday afternoon. Her mum thought she should visit her grandparents as she hadn't for ages. The row started getting heated and they called each other very mean names.			
Tyrone was very worried about his meeting with his boss. He hated him and knew he was going to rip apart his latest ideas. He was already angry as he'd been kept late for the meeting. His boss started off by saying 'Tyrone, do you actually want to work here or not?'			
Terrri's boyfriend was obviously in a mood. He didn't say anything nasty to her, but there was something about his tone that annoyed Terrri when he said, 'I bet you had a great time all day Saturday with your friends.'			



<b>Real Life Case Study:</b>	Identify one way each conflict could be managed and resolved by using the information on your clip task and info sheet.	Describe what you think the potential outcome might be.	Explain why you think this choice of conflict management would work and why you think this would be the particular outcome.
<p>Craig thought it would be funny to get back to the changing rooms early after PE and fill Tom's shoes full of crisps. He thought Tom would find this funny. Tom was furious. However, Tom had played a similar prank on Craig earlier in the week.</p>			
<p>Melissa wanted to go to the cinema with her friends on Sunday afternoon. Her mum thought she should visit her grandparents as she hadn't for ages. The row started getting heated and they called each other very mean names.</p>			
<p>Tyrone was very worried about his meeting with his boss. He hated him and knew he was going to rip apart his latest ideas. He was already angry as he'd been kept late for the meeting. His boss started off by saying 'Tyrone, do you actually want to work here or not?'</p>			
<p>Terri's boyfriend was obviously in a mood. He didn't say anything nasty to her, but there was something about his tone that annoyed Terri when he said, 'I bet you had a great time all day Saturday with your friends.'</p>			

## Year 9 Summer 1 – RSE Knowledge Check

*On a scale of 1 to 5, how confident do you feel that you can...*

1. On a scale of 1 to 5, how confident do you feel that you can explain how the online 'manosphere' promotes harmful ideas about masculinity and gender?
2. On a scale of 1 to 5, how confident do you feel that you can recognise misogynistic language and behaviours online and offline?
3. On a scale of 1 to 5, how confident do you feel that you can challenge harmful gender stereotypes and promote respectful relationships?
4. On a scale of 1 to 5, how confident do you feel that you can describe different types of conflict that can happen in relationships?
5. On a scale of 1 to 5, how confident do you feel that you can apply strategies to resolve conflict in a safe and respectful way?
6. On a scale of 1 to 5, how confident do you feel that you can identify signs of grief and understand how people experience loss differently?
7. On a scale of 1 to 5, how confident do you feel that you can explain what a digital legacy is and how it can impact people emotionally?
8. On a scale of 1 to 5, how confident do you feel that you can describe the emotional impact of breakups and digital reminders of past relationships?
9. On a scale of 1 to 5, how confident do you feel that you can identify safe and supportive ways to manage difficult emotions following loss?
10. On a scale of 1 to 5, how confident do you feel that you can explain where and how to get help if you or someone else is struggling with loss, conflict or harmful online content?

**Please  
complete  
this on  
Satchel  
this week**

# How do you report something you are concerned about?

- It is important to us that all of you feel safe, happy and belong at Thornden.
- We also know that sometimes it is not as easy as simply telling a member of staff
- It could be:
  - A friend you are worried about
  - Someone being unkind to you
  - Something you have heard and think we should know



## How can you report anything you are worried about?

- Speak to a member of staff or parent / carer
- Visit the Well Being Den or Head of Year area
- On Satchel each week you will be sent a link to a form to share any worries you have
- On our school website homepage there is a 'Report a Concern' link.
- In the Student Bulletin there is a 'Report a Concern' link
- On all school desktops there is a 'Report a Concern' logo to click and report anything

# Need Support? You're Not Alone

If anything in today's lesson has affected you, or you want to talk to someone, there is help available.



## **Mental Health & Low Mood**

YoungMinds – <https://www.youngminds.org.uk>

Kooth – <https://www.kooth.com>

Mind – <https://www.mind.org.uk>

## **Talk to Someone**

Your Tutor or Head of Year – We're here to help.

Wellbeing Team and School Nurse

Report a Concern on Satchel

Safeguarding Team with the Purple lanyards

## **Healthy Lifestyle**

NHS Every Mind Matters – <https://www.nhs.uk/every-mind-matters>

Change4Life – <https://www.nhs.uk/change4life>

## **Apps That Can Help**

Calm – For mindfulness and sleep.

Headspace – Meditation and stress relief.

Clear Fear – Manage anxiety (designed for young people).

MeeTwo – Anonymously talk to other teens, moderated by experts.

## **Eating Concerns**

Beat Eating Disorders –

<https://www.beateatingdisorders.org.uk>

NHS Live Well – Eating Disorders –

<https://www.nhs.uk/mental-health/conditions/eating-disorders/>