

EXAMPLE:

You're on the bus with two friends. Ana takes Sophia's sunglasses off her head. Sophia tries to take them back, but Ana won't give them back to Sophia. Sophia says she's going to post something that "everyone will be very interested in seeing" about Ana.

What would you do to help resolve the conflict between your two friends?

Direct Approach: "Ana, just give them back."

Empathetic Approach: "Sophia, don't do something you'll regret later."

Distraction Approach: "Oh, I forgot that I wanted to show you both this hilarious video that my sister sent me!"

SCENARIO 1:

Two girls in your class, Maya and Olivia, are talking in a really mean way about another girl, Ellie, who doesn't have many friends. *What can you do to stop them and help Ellie?*

Direct Approach: "Don't say stuff like that. Ellie's always been nice to you."

Empathetic Approach: "How would you like it if someone said that in class about you?"

Distraction Approach: "Hey Ellie, Mr. So-And-So asked me to carry these boxes over to the cafeteria. Would you help me take them?"

The distraction approach can be useful if you need to help someone get out of a hurtful or uncomfortable situation, quickly. By interrupting the gossip with an activity, you lead by example and show others that what Maya and Olivia are saying about Ellie isn't true, since you're her friend.

SCENARIO 2:

Every day when Kyla gets home, the very first thing her Mom says to her is: “Do you have any homework?” For some reason, it drives Kyla nuts!

- A. *The first step in conflict resolution is to recognize your own emotions.*

What do you think this makes Kyla feel?

It might make Kyla feel that her Mom thinks she's lazy or isn't capable of doing her homework.

- B. **Which approach(es) should Kyla use to talk to her Mom?**

Direct Approach *Empathetic Approach* *Distraction Approach*

Note: the distraction approach isn't really the right approach to use with a parent.

- C. **Script a response Kyla could use to address this conflict with her Mom:**

Mom, I know I'm sometimes lazy with my schoolwork. Can you tell me what you think is a good amount of time to spend on my homework each night? (Direct Approach)

Mom, I know you want me to do better at school, but when the first thing you say to me after school is about my homework, it makes me feel like you think I'm stupid or lazy. I would really like it if you asked me about my day, first. (Empathetic Approach)

SCENARIO 3:

It's summer break and Lucy just met up with one of her friends from school, Cassie, in the convenience store parking lot. Cassie is with some other girls that Lucy has never met, but Lucy is really excited to see Cassie because she hasn't seen her in a few weeks. Lucy brought some cash to buy a snack, but Cassie's other friends are whispering about just sneaking some candy into their bags without paying.

A. What emotion(s) do you think Lucy feels and why?

Lucy might feel awkward or nervous about getting in trouble. She might be wondering why Cassie is even hanging out with these other friends. She might even feel like she has to cry.

B. Which approach(es) should Lucy use to talk to her friends?

Direct Approach Empathetic Approach Distraction Approach

C. Script a response Lucy could use to address this conflict with Cassie and the other girls:

Guys, what are you doing? I don't think that's a good idea at all. Seriously, stop.

They could call the police! (*Direct Approach*)

I can buy something for you if you don't have any cash. (*Empathetic Approach*)

I have way better snacks at my house! Why don't we just walk over there now? My parents don't mind. (*Distraction Approach*)