

Develop their conflict resolution skills

Examples of what students are expected to learn

- Calm down before starting the conflict resolution process.
- Apply the different problem-solving steps during interpersonal conflicts:
 - stop the conflict and calm down
 - identify the problem and the feelings involved
 - › assess their interpretation of words and non-verbal signs
 - agree on a common goal
 - find solutions
 - identify the consequences
 - choose the best solution that meets the needs of those involved
 - establish a plan for solving the conflict
 - test the plan
 - assess the plan and what they have learned
 - etc.
- Understand the limits of conflict resolution (e.g. when it is not possible to find a compromise that everyone finds acceptable).
- Ask a friend or an adult for help when a situation is difficult to resolve.
- Etc.

Contribution of the content to adopting prosocial behaviours

Developing their conflict resolution skills contributes to establishing and maintaining positive interpersonal relationships. It also enables them to increase their capacity to take action in a difficult or problematic situation. Interpersonal conflict resolution is a key concept in the development of the competency *Adopts prosocial behaviours*.

Influence on the other personal and social competencies

This content also fosters the development of the following competency:

- Manages emotions and stress



Content-related glossary

DEVELOP THEIR **CONFLICT** RESOLUTION SKILLS

Conflict

Misunderstanding or disagreement between two or more individuals who do not share the same point of view, values or interests. There are no victims, even if the individuals may feel like they are losing. A conflict may be resolved either through negotiation or mediation.

ADDITIONAL RESOURCES

- For more information on the content related to the development of personal and social competencies
- To find ideas for turnkey structured educational interventions that are in line with the proposed content
- For training designed to help convey the content and establish conditions for implementing it with students
- For other resources and tools related to the content and to the implementation of actions designed to promote the well-being of young people



Resources available
on [Québec.ca](https://www.quebec.ca)