



# Teen Leadership 20

## Dealing with Conflict

### Intended Audience:

- Teens

### Lesson Objectives:

Participants will:

- Define ways to handle conflict.
- Define strategies to deal with conflict.

**Time:** 20 minutes

### Equipment and supplies:

- Chart paper
- Markers

### Do Ahead:

- Review Lesson
- Gather equipment and supplies

### BACKGROUND

Individuals with difficult personalities include: people who identify themselves as self-important, those who will complain about anything, very competitive individuals, individuals who are controlling, and those who are very needy. Although these individuals come in a variety of sizes and shapes they all enlist the same negative reactions and conflict with the people they meet. In all aspects of life, we come in contact with difficult people. It is inevitable part of life it is how we deal with conflict that will make the difference in a positive or negative relationship.

### WHAT TO DO

#### Activity:

- Brainstorm
  - Everyone gives examples dealing with difficult individuals
  - How did they handle the conflict
  - Do not criticize any ideas
  - What worked what did not
  - What other ways could the situation been handled even if it ended positively
  - What is your body language saying?
- List positive words or “I” sentences that can be used to diffuse the situation. Such as:
  - I hear you saying....
  - I would like to help you but it is difficult for me when you are so angry.
  - Take a mental note – how am I reacting to the situation?
  - Step back and think before reacting to the situation
  - Separate the person from the problem.



## Sources:

- Stemke, Carrie (2015). *How to Deal with Difficult People*. Retrieved from: [http://www.ehow.com/how\\_2004347\\_deal-difficult-people.html?ref=Track2&utm\\_source=ask](http://www.ehow.com/how_2004347_deal-difficult-people.html?ref=Track2&utm_source=ask)
- Pelusi, Nado, *Dealing with difficult People*. Retrieved from: <https://www.psychologytoday.com/articles/200609/dealing-difficult-people>
- Sadalla, G., Holmberg, M.(1990) *Conflict Resolution: An Elementary School Curriculum*, Sadalla, G., Holmberg, M., Halligan, J. 1990
- Bortland, L. Ed. E. (1991) *Learning from Conflict, A Handbook for Trainers and Group Leaders. Second Edition*.

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## Reviewed by:

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Design Team Members

## TALK IT OVER

### Reflect:

- What did I learn that will assist me in dealing with difficult people
- What did I learn that will assist me with the conflict

### Apply:

- What will you do differently when confronted by a difficult person/situation?

## ADDITIONAL LINKS

<http://stress.about.com/od/relationships/ht/difficult.htm>

[http://www.educationworld.com/a\\_admin/admin/admin313.shtml](http://www.educationworld.com/a_admin/admin/admin313.shtml)

Please take time to complete the Participant and Facilitator evaluations, found online at [go.osu.edu/TeenLeadership20](http://go.osu.edu/TeenLeadership20).

### Considerations for Conducting Virtually:

- Screenshare using the “whiteboard” feature for brainstorming
- Have the facilitator share the “I” sentence examples
- If you have a large group, divide them into breakout rooms to practice the “I” statements
  - While in the breakout rooms, consider discussing the “Talk It Over” questions
- When reunited as a large group, have each group share out loud or in the chat box.