



Managing Conflict with Your Student



Agenda

- 1) What is “**below the surface**” of a conflict?
- 2) What are **conflict resolution styles**?
- 3) What **strategies** can I try to resolve conflicts with my student?





**What is “below the surface”
of a conflict?**



Conflict Iceberg



WHAT YOU SEE

- Fight-flight-freeze
- Stonewalling
- Arguing
- Leaving
- Eye-rolling
- Crossed arms

WHAT'S BELOW THE SURFACE

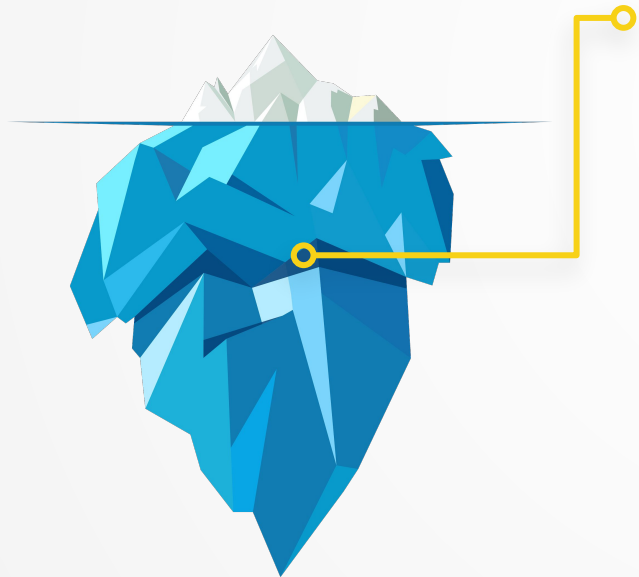
- Feelings
- Values
- Perceptions
- Triggers
- Expectations
- World views
- *Countless unknowns*



Three Types of Conflict

1. INEVITABLE CONFLICT

This is the type of periodic conflict that we experience in all of our closest relationships.



WHAT'S BELOW THE SURFACE

- This type of conflict is **inevitable** because we can't always be **attentive, mindful, and sensitive**.
- There will be times where we are **preoccupied**, miss verbal or non-verbal cues, show **impatience**, and **overreact**.
- When a student feels disconnected in these types of situations, they have a heightened **need to feel understood**.



Three Types of Conflict

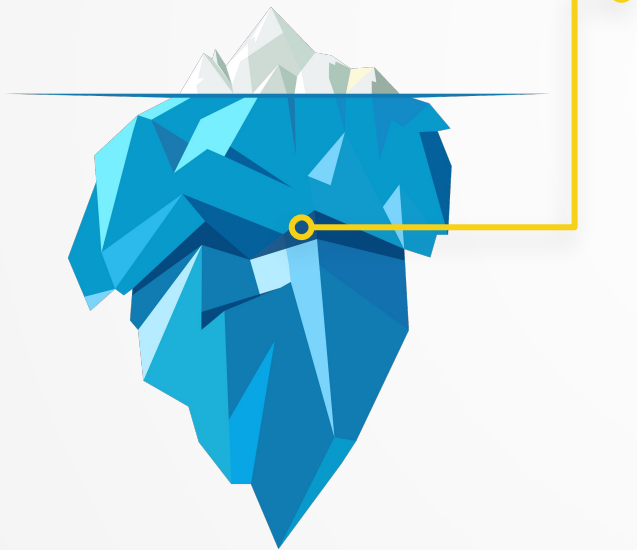
2. BOUNDARY CONFLICT

This occurs when Learning Coaches set limits with their student. Limits are an important part of creating structure for children, but they may not appreciate them.



WHAT'S BELOW THE SURFACE

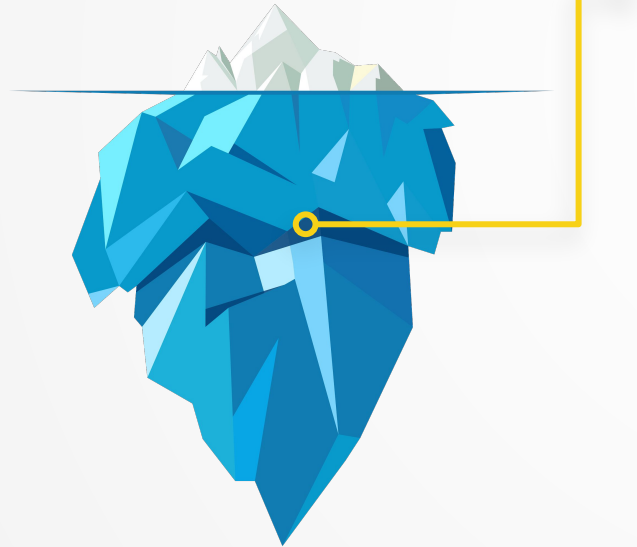
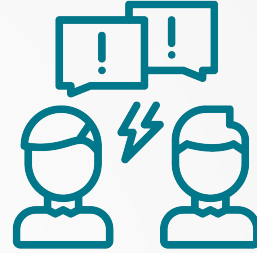
- Boundaries can create **tension** in a relationship. In these moments, a student may feel **misunderstood** and have a **difficult time regulating their emotions**.
- Adults can at times feel **frustrated** that a student is **challenging** a seemingly normal boundary.



Three Types of Conflict

3. INTENSE CONFLICT

This type of conflict has big emotions attached to it and may include harmful behaviors such as name calling and screaming.



WHAT'S BELOW THE SURFACE

- Both a student and adult can feel **shame** when this type of conflict emerges.
- Other “below the surface” factors might be a sense of **inadequacy**, a feeling of **criticism**, and **humiliation**.

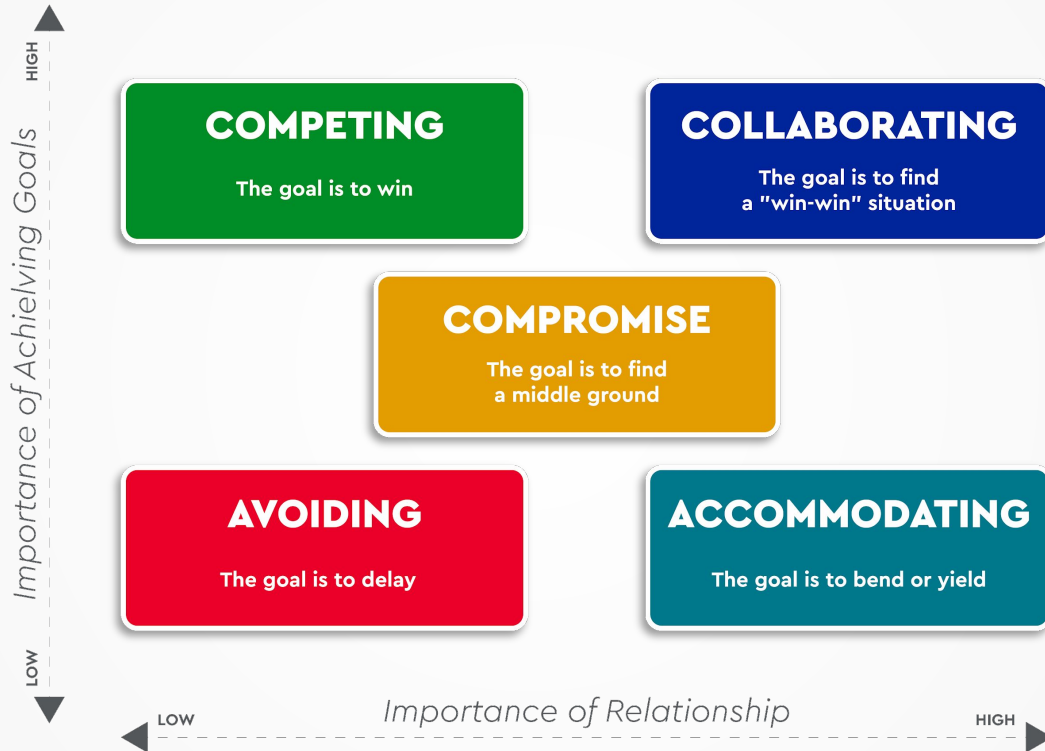




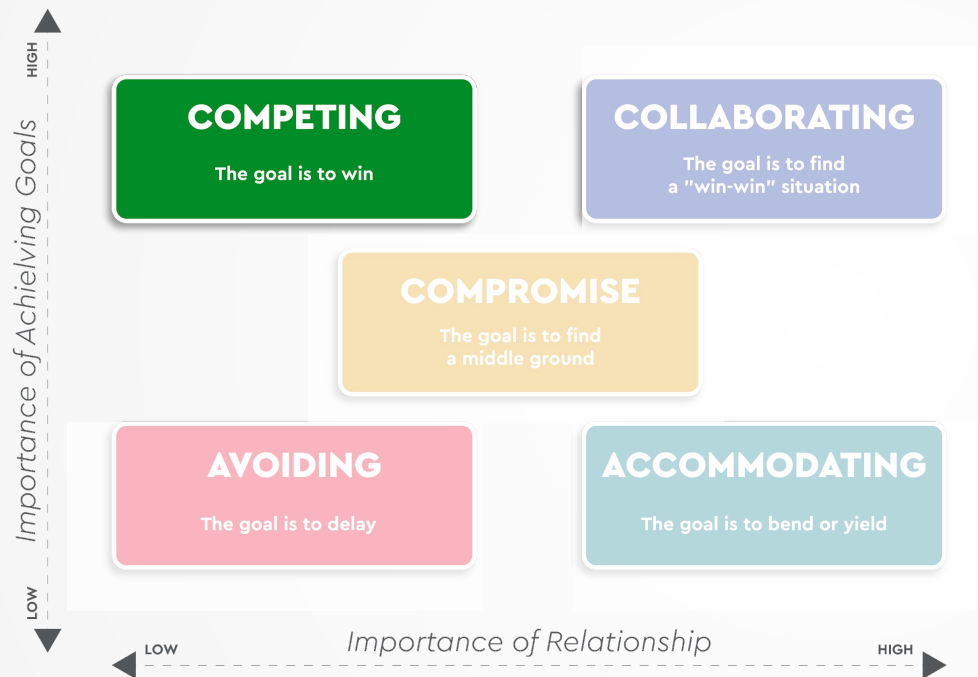
What are *conflict resolution* styles?



Conflict Resolution Styles



Conflict Resolution Styles - COMPETING



Strengths

- Can foster **confidence** in others
- Allows people to **move forward quickly**

Weaknesses

- Can be viewed as **aggressive**
- The other person may feel "**stepped on**"

Best to use when...

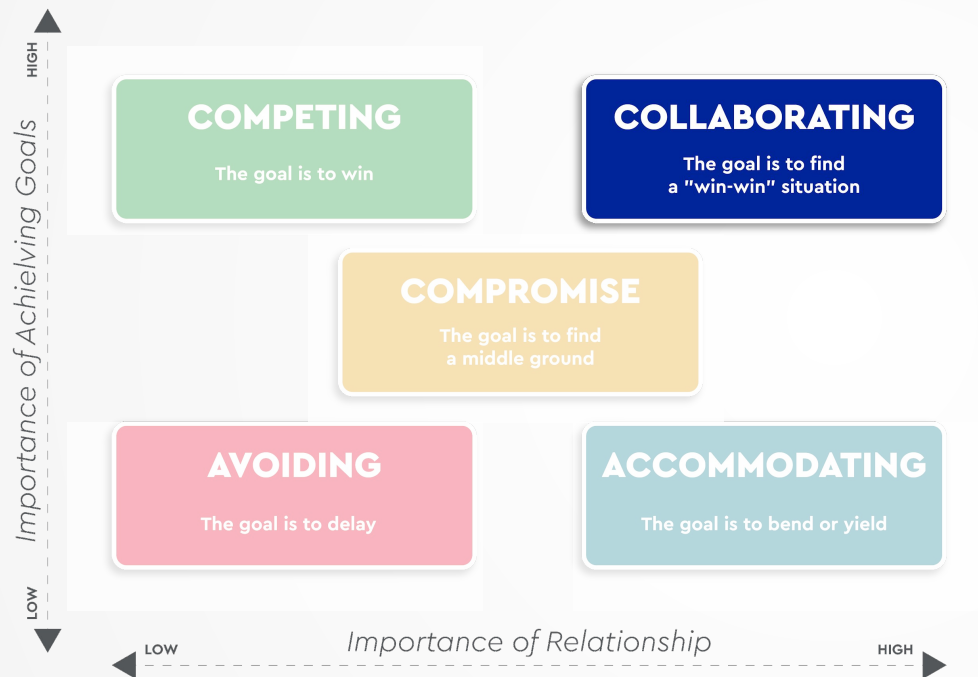
- A **decision** needs to be made **quickly**
- An **unpopular decision** needs to be made

Avoid using when...

- The situation is **not urgent**
- Others **feel strongly** about the topic



Conflict Resolution Styles - COLLABORATING



Strengths

- People often **feel heard** and **valued**
- Can **set the tone** for future conflict resolutions

Weaknesses

- Can be **time consuming**

Best to use when...

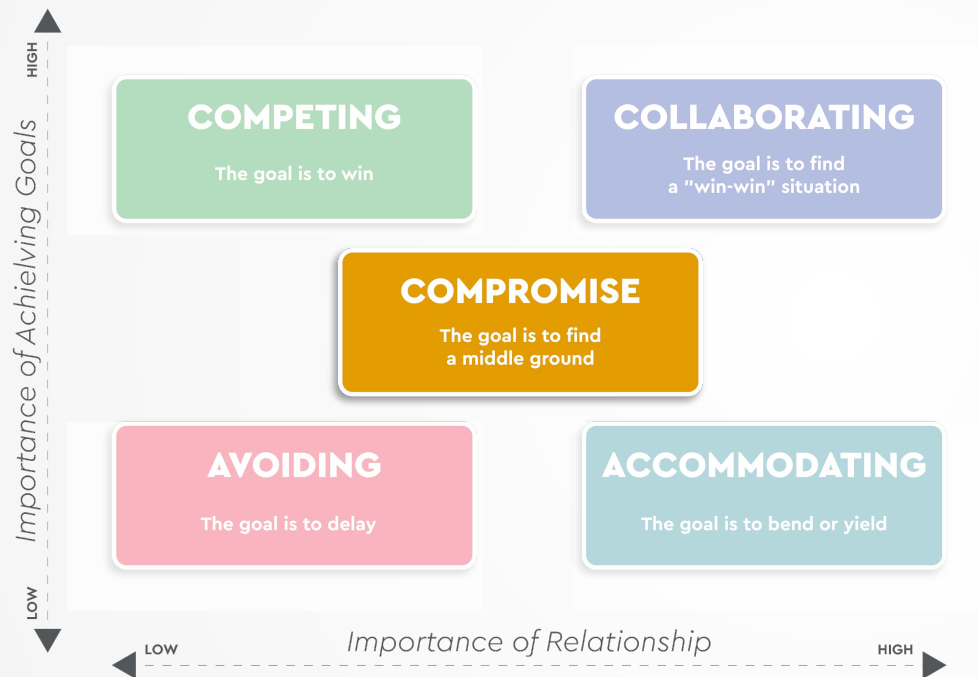
- **Previous attempts** to resolve the conflict were **unsuccessful**

Avoid using when...

- A **decision** needs to be made **quickly**



Conflict Resolution Styles - COMPROMISE



Strengths

- This resolution is often viewed as **fair**

Weaknesses

- Neither person is **fully happy** with the outcome

Best to use when...

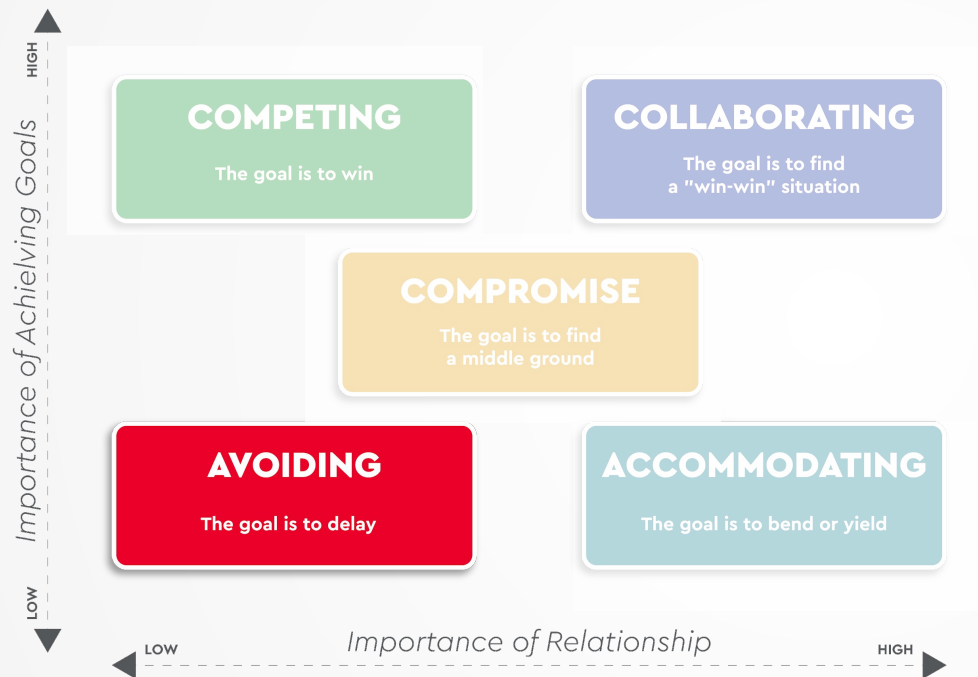
- The **power** between each person is viewed as **equal**

Avoid using when...

- A wide **variety** of interests need to be **addressed**



Conflict Resolution Styles - AVOIDING



Strengths

- Can allow time and space for **negative feelings** to **dissipate**

Weaknesses

- Can cause **feelings of resentment** since the underlying factors are likely not addressed

Best to use when...

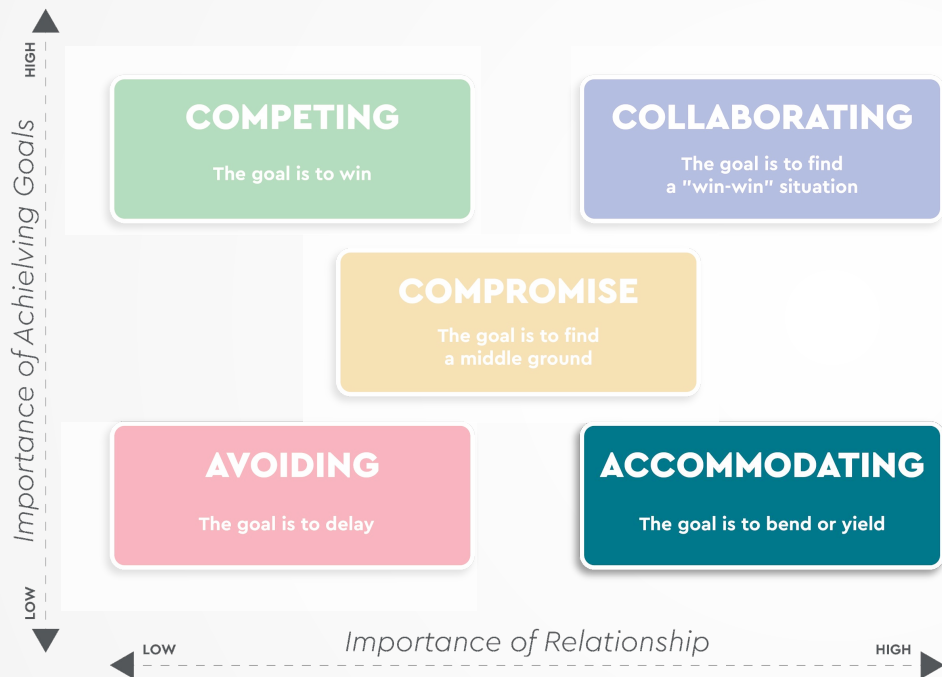
- The issue is **trivial** and will pass

Avoid using when...

- The conflict will **get worse** if not addressed



Conflict Resolution Styles - ACCOMMODATING



Strengths

- Allows people to **move forward quickly**

Weaknesses

- A person can be left feeling **"walked on"**
- Only **one person** is likely **happy** with the result

Best to use when...

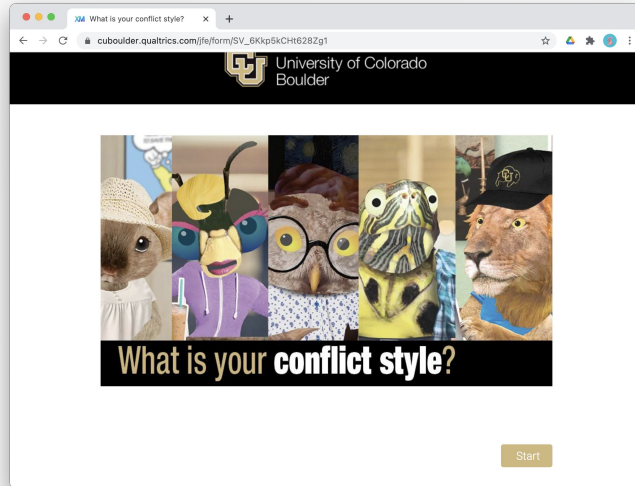
- The topic is **important** to the other person and is **unimportant** to you

Avoid using when...

- The topic is **important** to you



Conflict Resolution Style Quiz



[Click here to take the quiz](#)

This quiz will allow you and your student to learn more about how you typically attempt to resolve conflicts, including:

- **Strengths** of your conflict resolution style
- Potential **weaknesses** of your conflict resolution style





**What strategies can I use to
resolve conflicts with my student?**



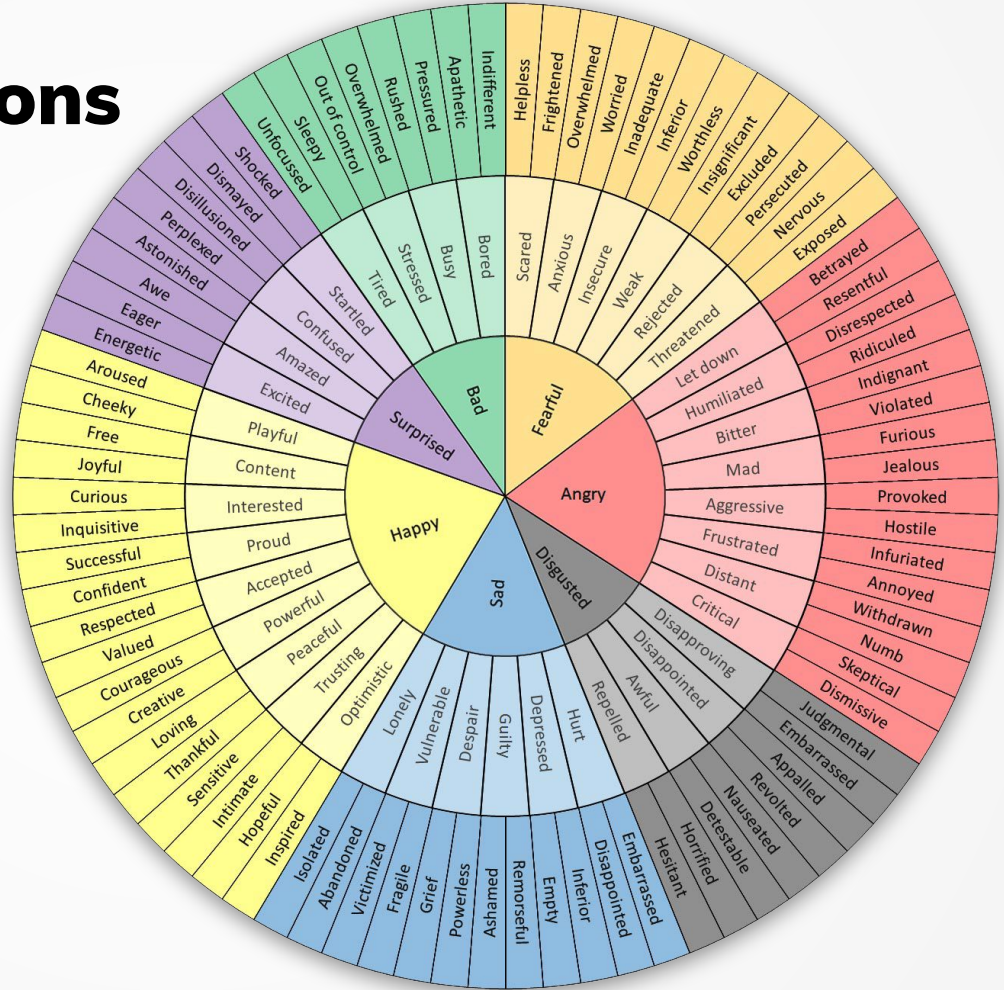
Conflict Resolution Strategies

Overview

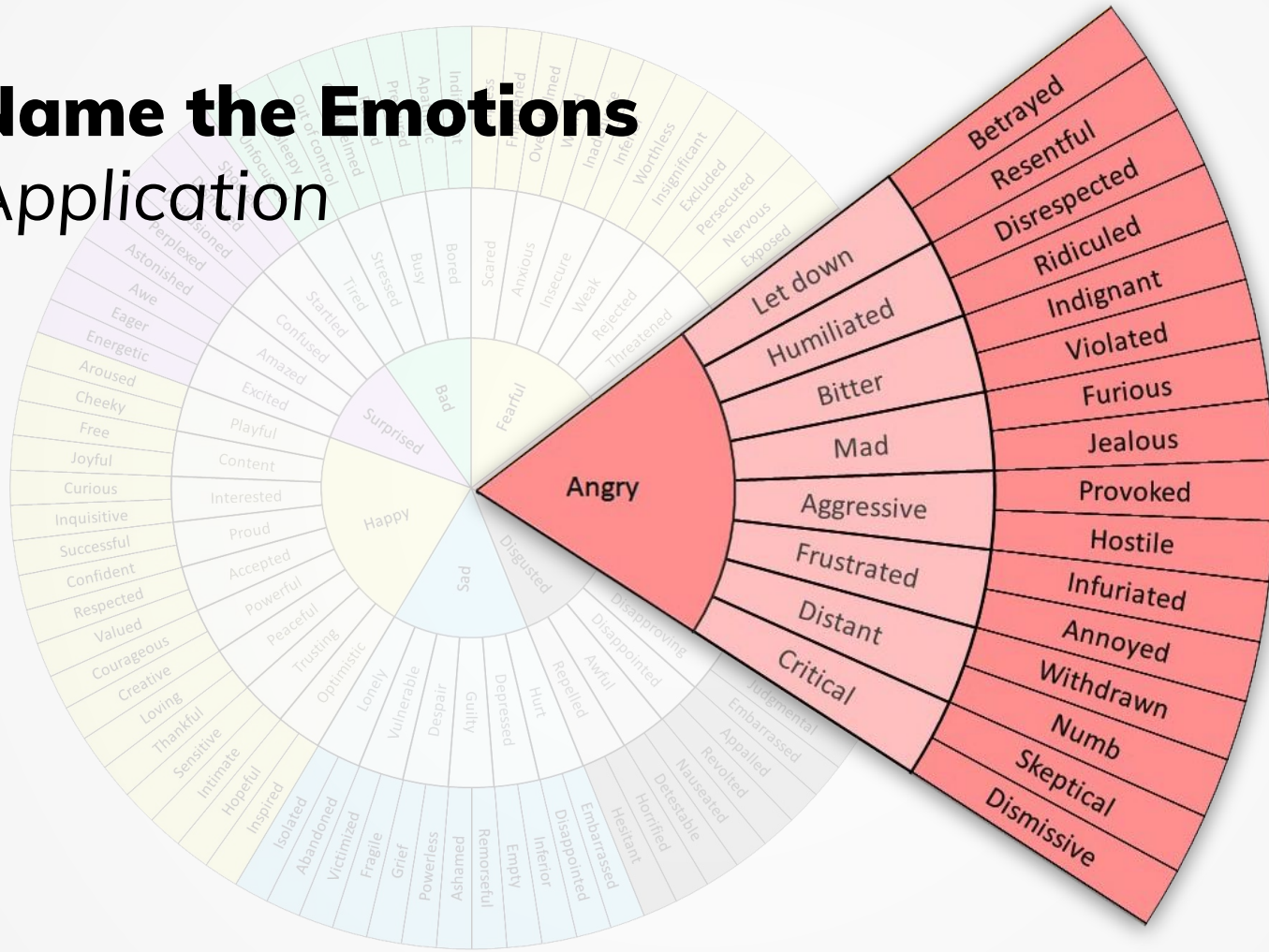
- 1) **Name the Emotions**
- 2) **Craft a Solution Together**
- 3) **Tap In / Tap Out**



1) Name the Emotions Overview



1) Name the Emotions Application

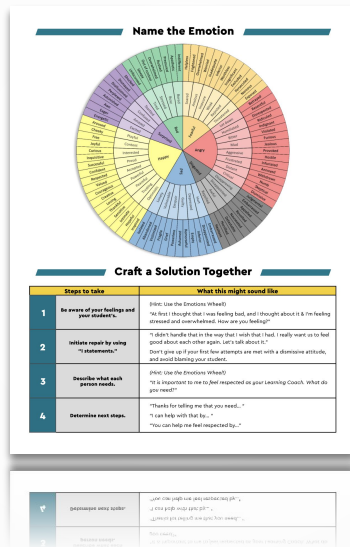


2) Craft a Solution Together

Steps to take		What this might sound like
1	Be aware of your feelings and your student's.	(Hint: Use the Emotions Wheel!) “At first I thought that I was feeling bad, and I thought about it & I’m feeling stressed and overwhelmed. How are you feeling?”
2	Initiate repair by using “I statements.”	“I didn’t handle that in the way that I wish that I had. I really want us to feel good about each other again. Let’s talk about it.” Don’t give up if your first few attempts are met with a dismissive attitude, and avoid blaming your student.
3	Describe what each person needs.	(Hint: Use the Emotions Wheel!) “It is important to me to feel respected as your Learning Coach. What do you need?”
4	Determine next steps.	“Thanks for telling me that you need... “ “I can help with that by... “ “You can help me feel respected by...”



2) Name the Emotions & Crafting a Solution Together Resource



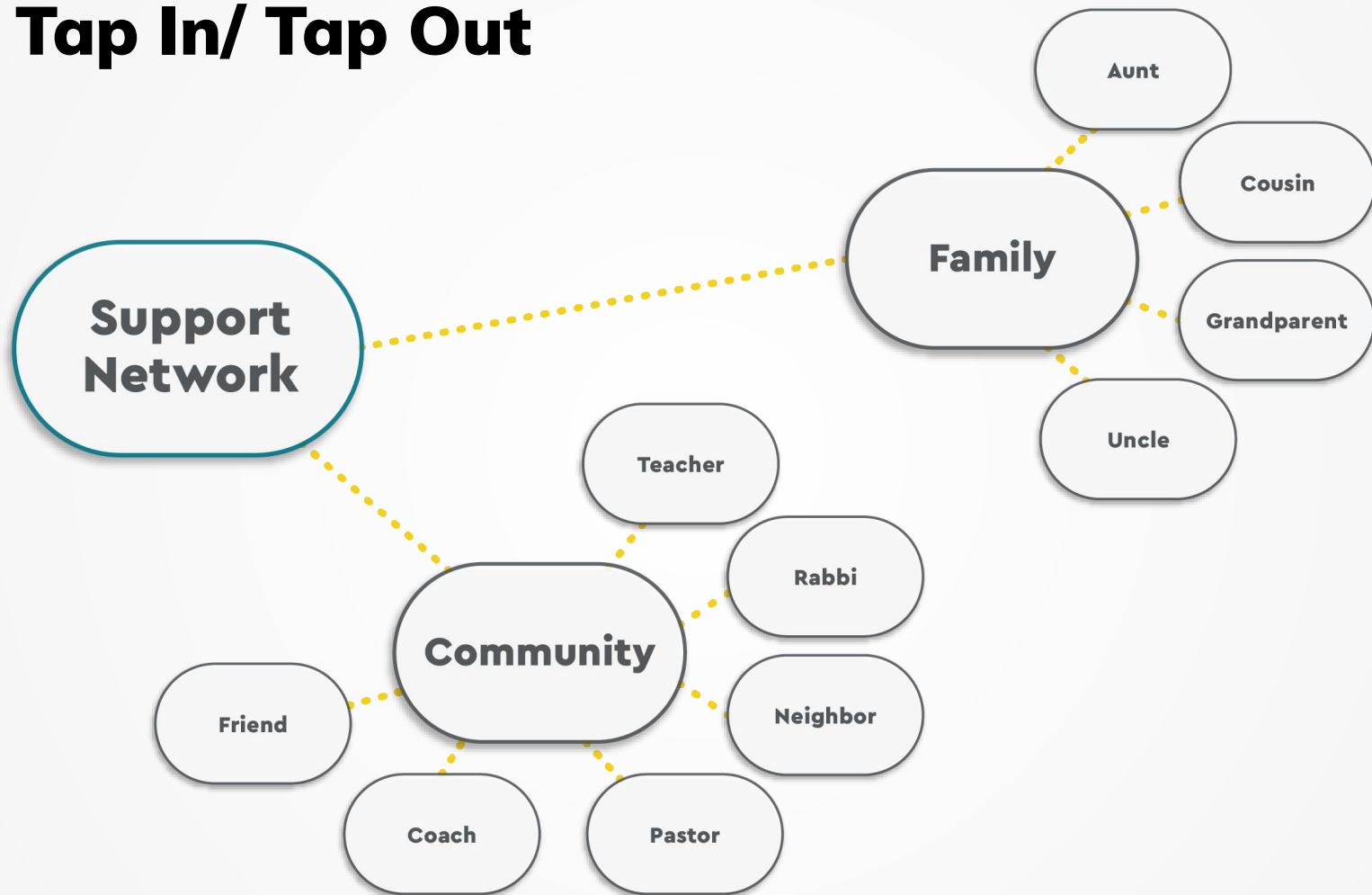
[Click here for this resource!](#)

This resource includes:

- The Feelings Wheel
- Steps for Crafting a Solution Together



3) Tap In/ Tap Out





Going Forward



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The screenshot displays a web browser window with the URL `myschool.org/smartstart`. The page features three distinct webinar series cards, each with a video player thumbnail, a title, a description, and a 'Learn More' button. The thumbnails include a play button icon and the text 'click play'. The first card is for 'WEBINAR SERIES 01' titled 'Building and Maintaining Positive Momentum with Your Learner'. The second card is for 'LEARNING COACH WEBINAR SERIES: 02' titled 'My Learner is Struggling. What Can I Do?'. The third card is for 'LEARNING COACH WEBINAR SERIES: 03' titled 'How to Effectively Support Multiple Learners'. All webinars are hosted by Kimberly Grunder. The page has a dark grey background with yellow polka dots on the right side. The browser's address bar shows the URL, and the top right corner indicates a 'Guest' user.

SmartStart

myschool.org/smartstart

Guest

WEBINAR SERIES 01

Building and Maintaining Positive Momentum with Your Learner

click play

hosted by Kimberly Grunder

25:23

Building and Maintaining Positive Momentum with Your Learner.

Join us as we explore strategies and techniques for building and maintaining positive momentum with your student!

[Learn More](#)

LEARNING COACH WEBINAR SERIES: 02

My Learner is Struggling. What Can I Do?

click play

hosted by Kimberly Grunder

40:34

My Learner is Struggling. What Can I Do?

We understand that having a learner who is struggling can feel overwhelming. This webinar will give you strategies and techniques on how to support your learner through academic challenges.

[Learn More](#)

LEARNING COACH WEBINAR SERIES: 03

How to Effectively Support Multiple Learners

click play

hosted by Kimberly Grunder

How to Effectively Support Multiple Learners

Supporting multiple learners has its advantages, and it can also be challenging to meet each student's needs – especially when it seems like multiple learners want your attention at the same time!

[Learn More](#)





Thank You!

