Exercise: XIV

Resolving Conflict Situations

In your table groups, please go back to the stories of conflict situations which you shared earlier.

If faced with the same or a similar conflict situation in the future, what would you do differently?

Exercise: XV

Conflict Management

Please respond to the following statements by placing T (True) or F (False) in front of each item. The items are designed to stimulate discussion.

\_\_\_\_\_1. Conflict is simply inevitable in organizations.

\_\_\_\_\_ 2. Most people are comfortable with conflict.

\_\_\_\_\_ 3. The superintendent of schools sets the stage for school leaders’ success or lack of success by having or not having a win-win attitude.

\_\_\_\_\_ 4. A school leader who refers to self as a “change agent” sends the message that others are expected to change but he/she isn’t.

\_\_\_\_\_ 5. The school leader with political savvy can also have practical compassion.

\_\_\_\_\_ 6. There is a fine line between perseverance and stubbornness.

\_\_\_\_\_ 7. Reading persons is an interpersonal skill one can learn by knowing the history of others.

\_\_\_\_\_ 8. Active listening is an essential ingredient in effective conflict management.

\_\_\_\_\_ 9. Consistency on the part of the school leader is always a virtue in conflict management.

\_\_\_\_\_ 10. Unexpected consequences are inevitable in conflict management.

\_\_\_\_\_ 11. Competition is an essential part of organizational life and requires conflict management.

\_\_\_\_\_ 12. There will always be more desires than resources in a school and recognizing this is an important understanding for effective conflict management.

\_\_\_\_\_ 13. It is simplistic and unrealistic to believe that all sides can be heard in conflict management situations.

\_\_\_\_\_ 14. The school leader who is effective in conflict management knows that one is never sorry for something not said.

\_\_\_\_\_ 15. Understanding other points of view should always be a major goal for the school leader involved in conflict management.

\_\_\_\_\_ 16. The distinction between assertiveness and aggressiveness is useful for the school leader involved in conflict management.

\_\_\_\_\_ 17. As the officially appointed leader of a school, it is natural and authentic in conflict management situations to use your rank when necessary.

\_\_\_\_\_ 18. As a school leader, you must always state your views in conflict management situations so that others know where you stand.

\_\_\_\_\_ 19. Accommodation is a skill that all successful school leaders must use.

\_\_\_\_\_ 20. Collaboration is a more difficult skill to implement than accommodation.

\_\_\_\_\_ 21. Avoiding skills are a cop out that will get the school leader in trouble if used in conflict management.

\_\_\_\_\_ 22. Compromising skills are essential for all involved in conflict management.

\_\_\_\_\_ 23. Humor is an excellent conflict management skill to have.

\_\_\_\_\_ 24. Anger can play an important role in conflict management even though some don’t think it is nice.

\_\_\_\_\_ 25. Reflection plays a minor role in conflict management due to time constraints.