

The Theory of Conflict Resolution and The 'DARK ART' of De-escalation!



What types of conflicts do you face?



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My guesses would be –
Parents / Carers
Colleagues
Pupils or Students
Family members!
Add in the inner stuff with yourself...



Let's start with other Adults

Top tips –

1. Don't ignore because it festers!
2. Arrange a time to talk and clarify the issue/issues
3. Talk openly – neutral, listen, make notes and find common grounds
4. Identify a solution
5. Decide what a satisfactory solution looks like
6. Make a step by step list of how to get there
7. Monitor and Follow up

If not moving in the right direction identify why not and go back to No. 2



Top Tips – coaching model

The **AWE** question...**And What Else?**

Avoid being the advice Monster!

Don't do this too them but do it with them.

Focus on the real issue and not the first one.

- What's the issue?
- What's the real issue?
- What's the real issue for you?
- What do they really want?



When under attack

Step backwards and sideways on and say 3 simple things –

Can we discuss this at
the RIGHT TIME,
in the RIGHT TONE,
and in the RIGHT PLACE?

Then walk away because we need to avoid confrontations
at all costs. You therefore keep control and show that you
are in control.



Children or Students

They need to have agency and involvement in the solution.
But teach and coach these steps

STOP- take a step back and away from anger.

SAY – what is it all about and have a clear understanding of what each person wants.

THINK- think about positive options and fairness to all.

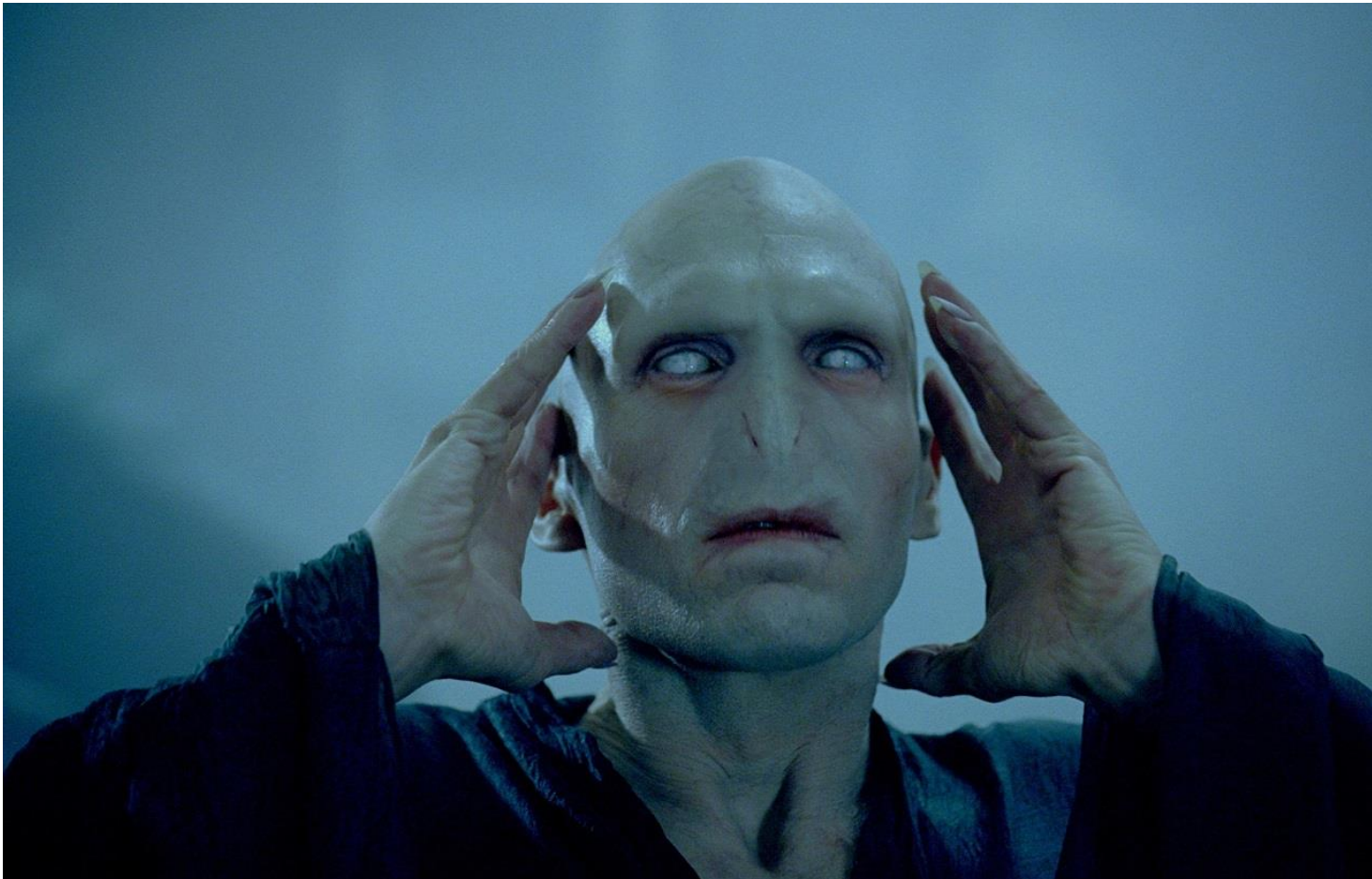
CHOOSE – the option that suits ALL.

RESPECT – others opinions...even if you can't agree.

REPEAT as required!



The Dark Arts...



'IT'S ALL ABOUT YOU!'

- P.I.P.
- Step back- no verbal cues
- Communications and Relationships
- Say something positive to them!
- Every encounter is an opportunity to build, maintain and repair
- React, Restore, Re-set, Repair
- Get rid of predictive vocabulary! Question others that use it...



Take Aways?

