



The Adventures of
**Dooney the Donkey with
Curious Jay**

Understanding Conflict Management

- ▶ Conflict is a Disagreement
- ▶ How do we normally approach conflict?
 - Win/lose
 - Defensive

Make a list of things people disagree about

1. _____
2. _____
3. _____
4. _____
5. _____



Think of a conflict you have with someone at the moment. Write down the conflict situation

- In the left-hand column, write down all the stories you are telling yourself about the person. All the feelings, thoughts, judgments, labels, conclusions that are running through your head.
- On the right-hand column write down all the Facts.
- These are observable, objective, specific actions and information.

► Next, write down how your reactions, or actions (or inactions), might have contributed to the situation.

LEFT-HAND SIDE

RIGHT-HAND SIDE REACTION

YOU MAY HAVE FOUND OUT YOU MADE SOME ASSUMPTIONS



- ▶ Step 1: Get Agreement That There Is A Problem & It Needs Addressing
- ▶ Step 2: Conceptualize what the situation would be like without the problem
- ▶ 3: Seek Understanding of the underlying factors of the situation
- ▶ Step Four: Reach Agreement

Write down what you agree on as the problem

Write down what life would be without the problem

Write what you understand and want to change

Come to an agreement and settle the matter

TRAITS WE SHOULD DEVELOP TO BE PEACEMAKERS

- love and work



○ courage

- compassion
- Resilience
- creativity
- curiosity
- integrity
- self-knowledge
- moderation
- self-control and
- wisdom



LET'S COOPERATE

READ THE BOOK THE ADVENTUROUS OF DOONEY THE
DONKEY WITH CURIOUS JAY UNDERSTANDING
FEELINGS FOR MORE TIPS ON HOW TO SOLVE
CONFLICTS.