



**LET'S TALK**

Conflict Resolution

For Patrollers





## How to Utilize This Lesson for Patrollers:

This file will print as 5"x8" and can be glued to index cards. Punch a hole in the corner and use a split ring, brad fastener, etc. to create an easy, portable, flip chart. This year's Patroller lessons will be created in the 5"x8" size so content can be added and used as a reminder throughout the year.

For more resources visit [aaa.com/safetypatrol](http://aaa.com/safetypatrol) and keep an eye out for monthly emails.



# Let's Get Started



Visit:

<https://www.brainpop.com/health/conflictresolution/conflictresolution/movie>





# What is a conflict?

Conflict is a struggle between people which may be physical or conflicting ideas.





# Examples of Conflict When on Duty

- A student who doesn't agree they were behaving in a dangerous way when confronted (Ex. standing while the bus is moving)
- Watching two students arguing in the hallway
- A student who pushes another
- A dispute over a personal item





# How to Respond to Conflict

Use the C.A.R.E method!

- **Communicate** openly to express how you feel.
- **Actively** listen to the other person's side without interrupting. Ask questions to ensure you fully understand how they feel.
- **Review** the options for a solution and determine what will benefit both groups. Bring in a third party to mediate if needed.
- **End** with a win-win solution, one that benefits both sides equally. Just giving in and letting the other side win is not equal.



# Patroller Notes:

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