

# CRESST



## Handling conflict well

# Conflict Styles - Thomas Kilmann



Shark. Force your point, insist you are right and keep going until you get your way.



Turtle. Withdraw and try to avoid conflict. Find arguing upsetting and tend to let others have what they want.



Fox. Talk things over and reach a compromise. Compromise and sharing are key.

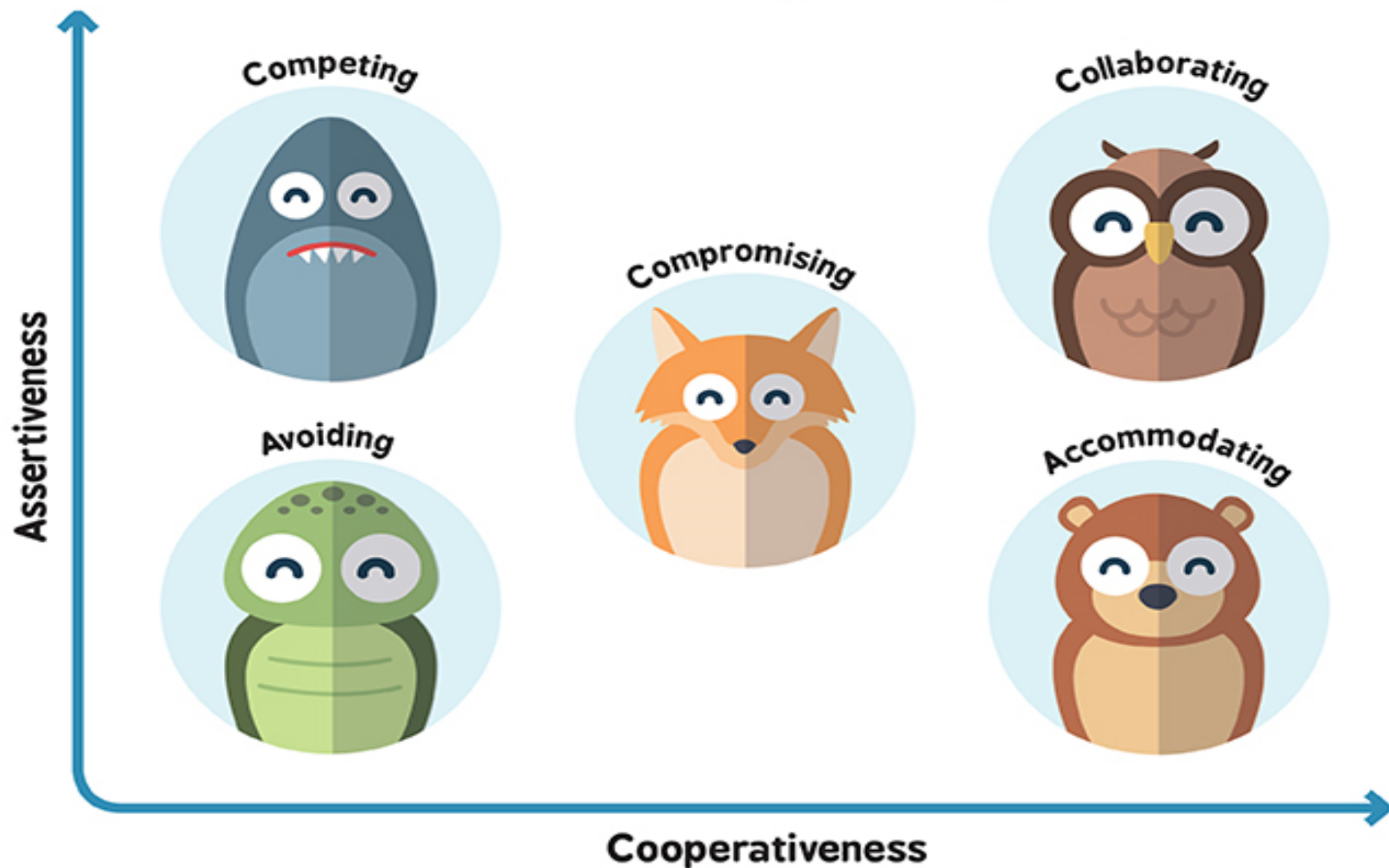


Owl. Confront and discuss openly, speak honestly and listen to the other's concerns.



Teddy. Smooth things over to keep relationships good. Polite and positive.

# Conflict Style Map



**G**reeting and promises

**L**isten to the story  
*listen then echo*

**I**deas for solutions  
*listen then echo*

**D**ecide on a solution  
*sum up the agreement*

**E**nd the mediation

# VIDEOS

<https://youtu.be/Zzb2jd1LT1s> (Conflict styles 6:00-7:58)

<https://www.youtube.com/watch?v=k2Yq62oazbl> (Greystones video - showing from 2:57)



# Conflict and Peace Literacy Window

Prof Hilary Cremin and Roy Leighton  
Positive Peace in Schools  
University of Cambridge

**Conflict resolution for young people by young people**

# Does it work?(!)

## CRESST and 'Peace at the Heart'



**Young Peacemakers Project**

Primary schools



**Youth Resolving Conflict**

Secondary schools



**Staff Training Courses**

Staff training



**Restorative Approaches**


Restorative approach

	<b>Quaker 'Peace at the Heart'</b>	<b>CRESST activities</b>	<b>CRESST Peace Indicators</b>
Peace with myself	Individual wellbeing and development	Peer mediation (primary)  Conflict coaching (secondary)  Staff training for teachers/support staff/dinner supervisors  Annual peer mediators conference  Peer Mediators Forum	1. How well do you feel you know what conflict is, how it arises and how it worsens?  2. How well do you understand how conflict affects you?  3. How easy do you find it to talk about issues and listen to people in ways that reduce the harmful effects of conflict?  4. How confident are you in helping others to resolve conflict creatively?
Peace between us	Convivial peer relations		
Peace among us	Inclusive school community		
Peace in the world	The integrity of society and the earth		

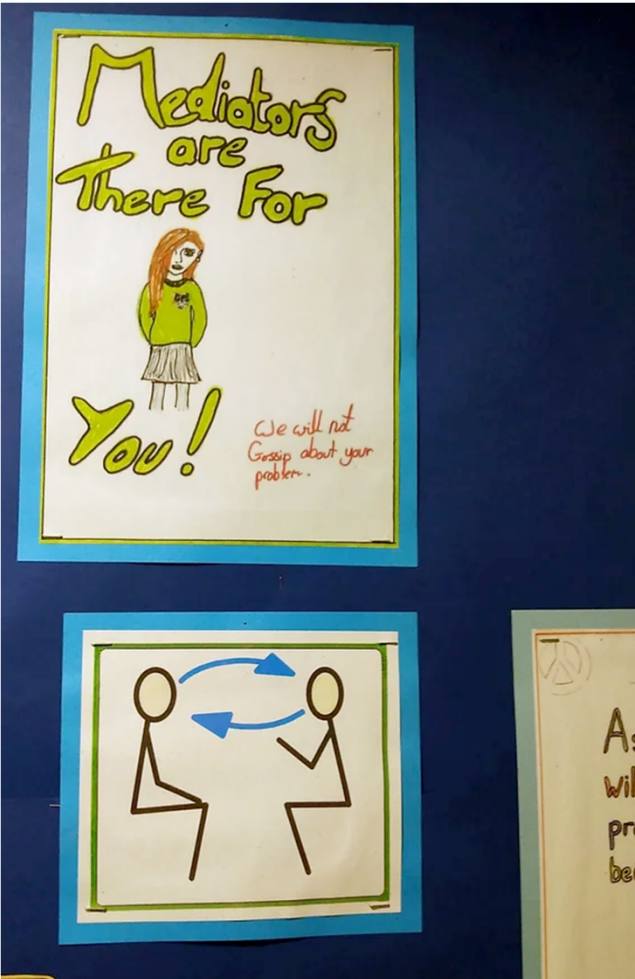
# CRESST & Peace at the Heart



Does it work?

Peace Education	Experiences of	
Peace with myself	<ul style="list-style-type: none"> <li>▪ Feeling understood and heard – having value.</li> <li>▪ Hearing and understanding others</li> <li>▪ Understanding own conflict style</li> <li>▪ Learning how the brain works and how to ‘calm down’</li> <li>▪ Sense of purpose</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confidence</li> <li>▪ Self-esteem</li> <li>▪ Satisfaction of needs: belonging, security, etc</li> <li>▪ Validation</li> </ul>
Peace between us	<ul style="list-style-type: none"> <li>▪ Supporting others</li> <li>▪ Listening and understanding different perspectives and feelings</li> <li>▪ Re-humanisation</li> <li>▪ Empathy</li> <li>▪ Inclusion</li> </ul>	<ul style="list-style-type: none"> <li>▪ Respect</li> <li>▪ No blame</li> <li>▪ Non-violence</li> <li>▪ Ownership</li> <li>▪ Emotional literacy</li> </ul> <p>Good communication</p>
Peace among us	<ul style="list-style-type: none"> <li>▪ Lower levels of conflict</li> <li>▪ Restorative practices</li> <li>▪ Peaceful schools</li> <li>▪ Just schools</li> </ul>	
Peace in the world		

# What do peer mediators themselves say?



Greystones Primary School  
Sheffield

Trained by CRESST



<https://www.youtube.com/watch?v=k2Yq62oazbl> (Greystones video - showing from 2:57)

# Map of peer mediator schools

- [Peer Mediation training in 2022 - Google My Maps](#)



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