

# Conflict Management

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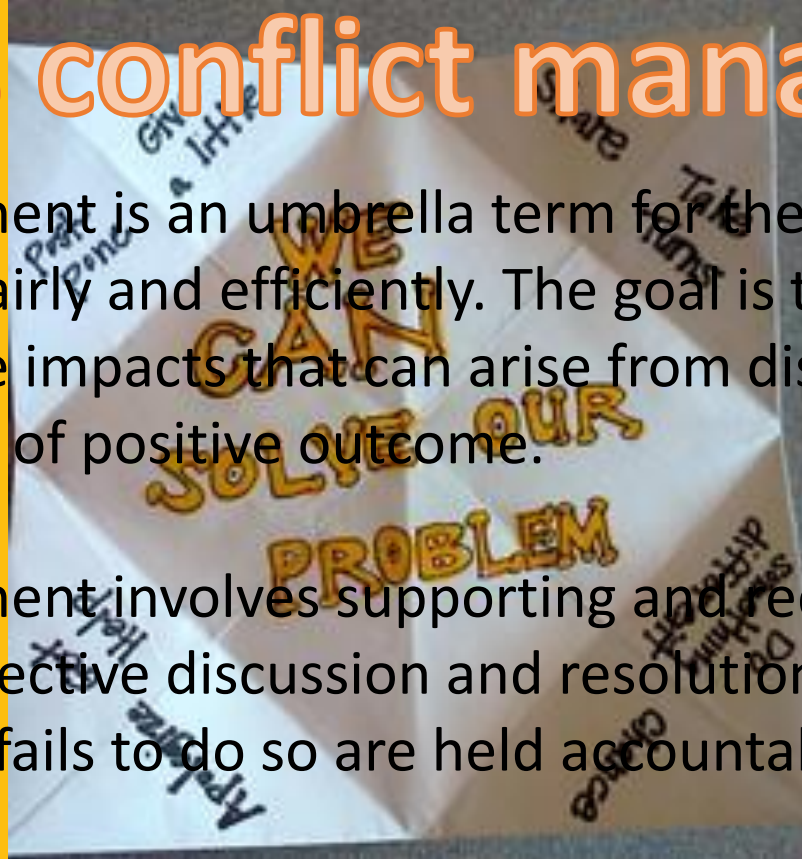
**DATE: 20 October 2022**



DIE VERANDERING IN ONDERWYS  
THE CHANGE IN EDUCATION

# What is conflict management??

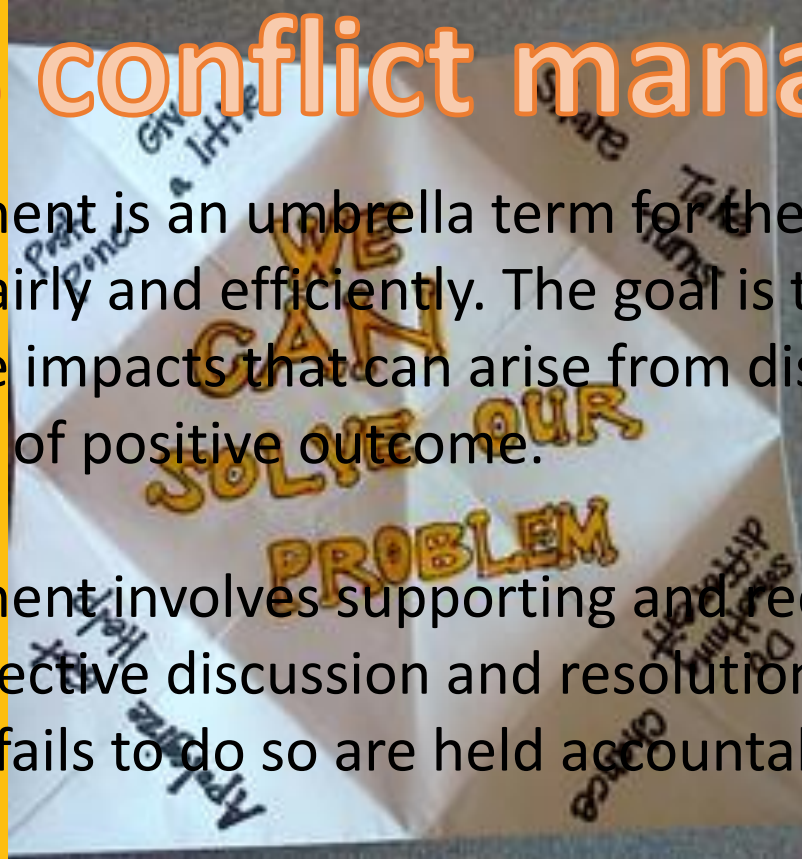




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Conflict management is an umbrella term for the ways in which people manage conflict fairly and efficiently. The goal is to minimize the negative impacts that can arise from conflict and to achieve a positive outcome.

Conflict management involves supporting and encouraging constructive discussion and resolution. Those who fail to do so are held accountable.



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# CONFLICT ON DIFFERENT POSTLEVELS

## ✓ Postlevel 1

- **Learners** – Different expectations; behaviour; main; class; etc.
- **Staff** – Non-compliance; etc.

**Social  
Problems**



# TYPES OF REACTIONS



- ✓ Fight - Highly aggressive; name calling; yelling; slamming doors; feels out of control; ranting; dominates. Denies responsibility.
- ✓ Flight - Avoids conflict; “ghosts”, flees the situation; ignores the situation; escapism (as coping).
- ✓ Freeze - Shut down; goes silent; dissociation (“spacing out”). Avoid accountability.
- ✓ Fawn - People – pleases; defers to another person of rank; goes along with; denies all needs and feelings

SAUD

# PARENTS CONFLICT

- ✓ **The volcano parent** – Walk in your office/classroom extremely upset. Expect that you need to solve immediately.
- ✓ **Helicopter parent**– Fly into the office. Leave a bomb en fly straight away.
- ✓ **Karaoke parent**– Hear everything. Talk together with everyone..... All the parents/children says.
- ✓ **The legal expert parent**– Thinks he knows the law. Usually knows an attorney. Wants to sue you.
- ✓ **Uninvolved parent** – The parent that is missing in action.







**SΔOU**



## Scenario 1:

Mrs X had a grade 8 class for English just before break. Learner A and B had a disagreement and then ended up in a fist fight.

Mrs X was unable to stop the fight and requested help from a smt-member. By the time the smt-member arrived at scene the fight were already stopped by neighboring staff.

Learners were removed the scene and the matter was escalated to parents and relevant stakeholders.



1. Identify and remove culprits

2. Calm them down (Separation)

3. Determine the root of the problem

4. Mediate responsibility and accountability

5. Implement the solution and parental involvement

6. Follow up: Assign a mentor educator



## Scenario 2:

A DH provided feedback by means of a pre-moderation report to a post level 1 educator (Mr Y) that was task to set an exam paper. The paper was short 5 marks to comply with the exam guidelines. The DH added (suggested) questions to the paper. Mr Y confronted the DH verbally about these changes. The incident occurred on the grounds and not in an office. He accused the DH of switching roles from a moderator to an examiner. The DH replied verbally trying to explain the role and responsibilities of a moderator. Mr Y started to raise his voice and left the conversation without any solution.







### What was wrong?

- Audience (Location)
- DH replied verbally
- Reaction with the argument
- Paper trail

### Solutions:

- Set up a meeting in a private area
- Request written feedback/concerns
- Do not argue with the learner/staff. State the facts & provide instructions.
- DH should have documents to support his/her reply

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1. STAY CALM

2. No Audience

3. Stick to the facts - Words

4. Listen and respond objectively


5. Instruction/Solution

6. Mentor the educator

# GUIDE FOR CONFLICT RESOLUTION

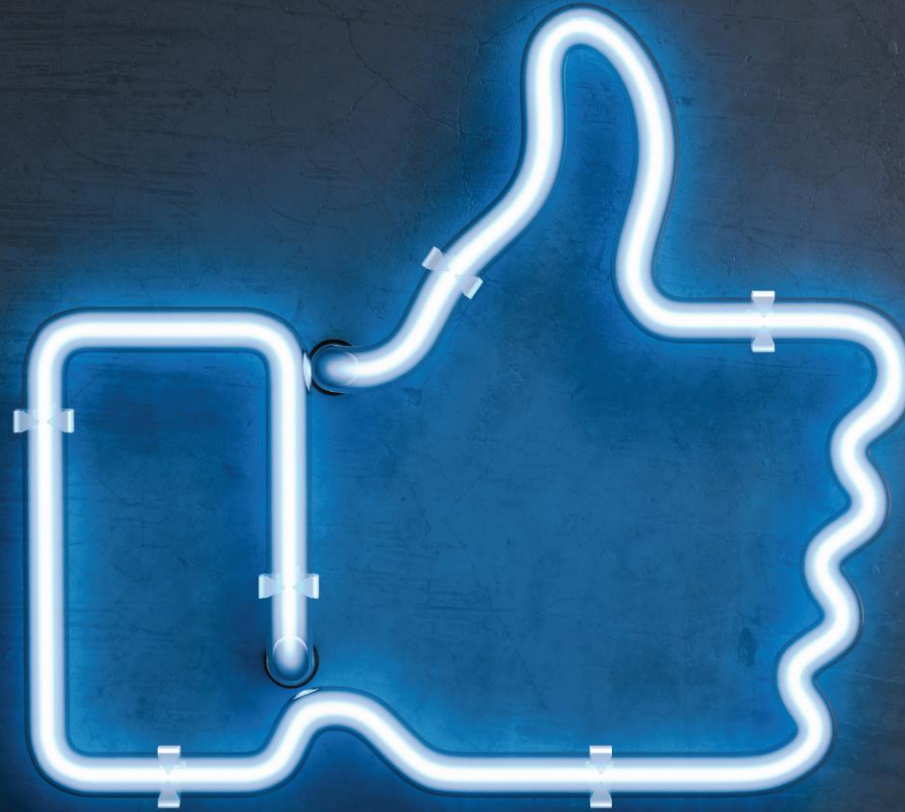
- ✓ Remove the conflict to a neutral location.
- ✓ Listen objectively to determine the problem.
- ✓ Stay calm, do not respond prematurely.
- ✓ Do not stray from the facts – deal with **ONE** problem at a time.
- ✓ Focus on the problem not the personalities.
- ✓ Use resources (policy documents; Code of conduct; CAPs; Exam guidelines; etc) to determine the correct course of action.
- ✓ Try to find a resolution as a team rather than to force one.
- ✓ Record the implementation of the solution with deadlines.
- ✓ Keep conversations or decisions **strictly** confidential.
- ✓ **MENTOR – From the conflict situation possible areas for development/training would have been identified. Ensure that these areas are addressed by SMT.**



A close-up, high-contrast photograph of Marlon Brando. He is wearing a black tuxedo jacket over a white shirt and a black bow tie. A red flower is pinned to his left lapel. He has a serious, intense expression, looking slightly off-camera. His right hand is raised, with his index finger pointing upwards. The background is dark, and the lighting is dramatic, highlighting his facial features and the texture of his clothing.

It's not personal  
It's just business

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