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# STUDENT EMPOWERMENT, ENGAGEMENT AND REPRESENTATION IN LEBANESE UNIVERSITIES

## StEER-Leb

Training Curriculum  
**Conflict Resolution**



## TRAINING TITLE: CONFLICT RESOLUTION

<b>Targeted participants</b>	Students
<b>Number of participants</b>	Between 25 and 30
<b>Duration (contact hours)</b>	90 minutes

### Objectives

- Understanding the nature of conflict and the way to spot it arising.
- Tackling conflict before it escalates.
- Solving conflict in a positive solution-oriented way in order to reach a common goal.
- Familiarizing the audience with self-defense techniques.
- Understanding the difference between informal and formal conflicts and the best way to handle the situation.
- Emphasizing the prominence of communication tools.
- Learning to speak up in an assertive yet groundbreaking way.

## CONTENT

### Introduction:

The trainer starts by explaining that conflict is a disagreement between two or more parties who have different goals.

The audience engages in a role-play based on cases of conflict, as they need to assess the best way to react to it.

### Explorative content:

Steps of conflict and conflict escalation.

Rephrasing positively the words of the opponent in order to establish a common ground.

Fight or flight?  
Natural reflexes

Who is stronger?  
\*The inner smile powers  
\*Entering and blending  
\*Extension  
\*Turn and redirect

- The trainer replies and gives them hints, tips and tricks, based on what they presented.
- The trainer emphasizes the importance of martial arts principles in conflict resolution and daily confrontations.

- Do not run from conflict:
  1. Know the difference between constructive and destructive conflict.
  2. Resist the urge to resolve conflict with an executive decision.
  3. Do not allow one person to take the conflict to a manager or higher level.
  4. Create a method for making difficult decisions.
  5. Share information.
  6. Share decision-making.
  7. Assume good will.
  8. Do not just have a policy for dealing with conflict, talk about it.
  9. Do not expect agreements to be easy.
  10. Do not forget that democratic communication is filled with conflict.

#### **14 Conflict resolution ways to be used:**

1. Do not jump to the defense.
2. Do not point fingers.
3. Let the person explain themselves, and actively listen.
4. Use "I" statements.
5. Maintain a calm tone.
6. Show a willingness to compromise or collaborate.
7. Do not talk behind people's backs.
8. Do not take anything personally.
9. Pay close attention to nonverbal communication.
10. Prioritize resolving the conflict over being right.
11. Know when to apologize and forgive.
12. Focus on the conflict at hand and not past ones.
13. Use humor, when appropriate.
14. Remember the importance of the relationship.

### **DESCRIPTION OF THE TRAINING METHODOLOGY**

- PowerPoint presentation
- Role-playing
- Explanation and conclusion

### **PREPARATION BY PARTICIPANTS BEFORE THE TRAINING (IF APPLICABLE)**

- No specific preparation is required from the participants before the training.

### **MATERIAL TO BE PROVIDED TO PARTICIPANTS DURING THE TRAINING**

- PowerPoint presentation
- Preparation of case studies for trainees

### **REFERENCES**

- "How To Recognize and Deal with Conflict"  
<https://www.civilsocietyhowto.org/>
- Swetha Amaresan: 14 Conflict Resolution Skills to Use with Your Team and Your Customers

**For more information: [info@steerleb.net](mailto:info@steerleb.net)**