



Get Started:

Think of a time you were in a significant conflict/disagreement with a friend, family member, or someone else.

- When you're in conflict with someone, what helped or could help you de-escalate the situation?

Activity: Conflict Crossroads

Partner with a classmate and choose two of the scenarios you can relate to the most. Then choose a role and act it out two ways:

1st Escalate – as if the two people stayed angry and the situation escalated.

2nd De-escalate – as if the two people went through the COOL steps and talked it out. Use EARS Active Listening to help talk it out.

SCENARIO 1: Your significant other is 30 minutes late and hasn't returned your messages for the last hour. (*2nd Role: Significant other*)

SCENARIO 2: Your teacher just told you that you could have done better on a paper and you need to redo it. (*2nd Role: The teacher*)

SCENARIO 3: Your new boss says if you're late one more time, you're fired. (*2nd Role: The boss*)

SCENARIO 4: The referee just called a foul on you that you are sure is unfair/unjustified. (*2nd Role: The referee*)

SCENARIO 5: Someone just cut in front of you in line and seemed rude about it. (*2nd Role: Line cutter*)

COOLING DOWN CONFLICT

- C**reate space.
- O**ffer a time out.
- O**bjectively talk it out.
- L**isten.

EARS ACTIVE LISTENING

- E**ye Contact [varies with culture]
- A**cknowledge that you are listening. Ask open-ended questions.
- R**eflect feelings.
- S**ummarize what you heard the person say and confirm.

Reflection/Application: Your Conflict Crossroads

Think back to a conflict you've had with a friend, family member or someone else that escalated (in a bad way). Now, replay it applying the COOL steps.

- How might things have gone differently if you'd de-escalated instead of escalating?

