

Techniques in Active Listening:

Re flective - summarize what they said

clarify - ask questions

Encourage - signal that you are interested

Empathizing - Try to understand where they are coming from / imagine how they feel

Define: Prejudice:

An unfair opinion or judgment of a particular group of people

Define Tolerance:

Ability to accept others' differences and ~~not~~ allow them to be who they are without expressing disapproval.

Common Causes of Conflict

1. power struggles
2. Loyalty
3. Jealousy / Envy
4. Property disputes
5. Territory and space

Conflict resolution strategies:

Mediator. Breathe. Empathy. Validate.

Compromise. Listen. "I" message. TALK STRATEGY

What is the difference between negotiation and mediation?

★ Negotiation is the use of communication and compromise to settle a disagreement.

★ Mediation is a process in which a neutral party helps others resolve conflict peacefully.