

# Conflict Management Solutions

SESKAT Training  
Toolbox

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## Description

In the Conflict Management Solutions activity, participants will have the chance to work collaboratively on different strategies to solve common problems. It is ideally implemented in groups of peers/colleagues, such as teachers, students or professionals in the same field.

## Objectives

- To facilitate understanding that most of the other participants face similar challenges in their everyday or work life
- To collaboratively find solutions to problems
- To Increase empathy

## Connection with Soft Skills and Emotional Intelligence

The activity will help the participants to improve their problem solving skills. At the same time, they will increase their self-esteem and self-efficacy and will be more empowered to find solutions on their own when they face challenges.



# Resources and Materials

For the activity, the following materials will be needed:

- colourful pieces of paper (A8 or even smaller)
- pencil or pen

Ideally, the activity should take place in a big space where the different teams could spread out to discuss.

## Steps

01

10 minutes: Ask the participants to think of a challenge they are facing in their professional or even personal life. They will write it on one of the papers provided. Let them know that what they write will remain anonymous. The trainer will collect the papers and split the participants into different smaller groups. The ideal group size in this case is 3 to 5 people.

02

30 minutes: Redistribute the papers in a random order to the groups, giving each group 3 to 5 papers. The participants will now work on solutions for the problems faced by their peers. Each group will have to provide valid tips to overcome the problems described. Each group will appoint a speaker that will take notes of the discussion and will be in charge of sharing the results in the next phase.

03

Each group shares what they have come up with in the second phase.

04

Now it is time to reflect on what participants have learned through the activity. Did they realise that many colleagues face similar challenges to the ones they are facing/have been facing? Are they now feeling less intimidated by sharing their problems with others? Have they received some good tips that they are going to implement? Did ever they think that the others would have been able to come up with so many different solutions to the problems?

# Learning Outcomes

Thanks to the “Conflict Management Solutions” activity, participants will be able to:

- Gain insight about the challenges their peers are facing and will
- Gather fruitful ideas on how to solve their professional or personal problems
- Demonstrate improved empathy and understanding of others

When implementing this activity with groups of teachers coming from different countries, it is very reassuring for them to realise that they all are facing very similar challenges.

