WHAT ESCALATES CONFLICT?

Conflict is often thought of as negative but conflict can provide new opportunities and positive growth if handled correctly. Unfortunately, many people involved in conflict often react negatively and cause the problem to escalate. This can be done verbally or physically or both.

CASE STUDY: Erin, a Grade 5 learner, approaches you with the following problem:

> Yesterday, our teacher said that we could play games when we had finished our work. Amber and I both got to the pack of cards at the same time. I asked her politely if I could play with them. She said no, called me a nasty name and grabbed the cards out of my hands. I felt angry and I shouted at her and snatched the cards back. We then had a tug-of-war with the cards. Amber won and as she walked away from me she called me a loser. I picked up a pencil and threw it at her.

➢ Identify all the physical reactions and all the verbal reactions.

➢ Erin asks you the following questions:

Things got completely out of hand. What did we do wrong?

I think Amber behaved worse than I did because she called me a

loser. What do you think?

What should I have done differently?

What should Amber have done differently?