

**Title**

No lose conflict solving<sup>1</sup>

**Short description**

The no-lose problem solving is based on democratic philosophy approach, which assumes that it is possible for both sides in a conflict to have their needs met in the situation. It usually needs creativity for finding a new solution match for both sides, and/or to apply certain communication methods.

**Detailed description of the tool and list of handouts (list and enclosures)**

Two main methods, the one, which used in Gordon's T.E.T. programs and the Nonviolent Communication /NVC/ are highly recommended to use for solving conflicts in teacher-student relationships. Both of these methods help to solve problems by keeping mutually satisfying relationship within the relationship.

The **common traits** are between these no-lose conflict solving methods, that: both are based on

- the value: both side's wellbeing is equally worth in a conflict,
- attitudes as non-judging, empathy / not sympathy nor antipathy/ and
- certain skills: using active listening, and expressing I-Messages.

**In what case do we prefer using Gordon's model? If...**

- there is shorter time
- possible to modify physical environment to prevent problems and conflicts
- it is important to decide whose is the problem
- is essential to recognize and avoid the 12 Communication Roadblocks
- the aim is to get a rule-setting
- the emphasize is on the problem/conflict solving

**How to use it?**

The basic version is, that first it needs to label who is the problem owner, then comes **3 STEPS**:

1. Non-judgemental description of other's behaviour
2. Expressing feelings

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### 3. Identification of the tangible/concrete effect of the others' behaviour on us

#### **In what case do we prefer using NVC? If...**

- more time we have for understanding the roots of the conflict
- we would like to have/keep meaningful deeper connections
- we want to focus on the connection between us (more therapeutic approach)
- we want to focus on one's own needs and the others as well
- having the knowledge, that everyone takes responsibility about her/his feelings
- the emphasize is on the process between us in the present

#### **How to use NVC?**

**Briefly:** Keep role changes /use emphatic listening and expressing/ as many times as needed to understand each other.

Using empathy and active listening /clarifying questioning with NVC's 4 steps/ to listen to the other, and using 4 steps to express our inner world.

#### **Applying the NVC's 4 STEPS:**

1. Observation of behaviour or events (without interpretation or evaluation being mixed in)
2. Expressing our feelings (avoid evaluating expressions)
3. Expressing our needs (NVC includes a literacy of human needs and a listed itinerary of basic universal needs)
4. A clear specific request for connection or action /I-Messages, or Strategies/

Alternatively, there is a usable another Gordon's no lose conflict solving method in **6**

#### **STEPS /Conflict III model:**

#### **When shall we use the Conflict Resolving model III? If...**

- emotionally we are not or not much involved in the conflict
- The problem/conflict is of a materialistic type

#### **Step 1 :Identifying and Defining the Problem Together**

Warning: both of your statements of the problem should be expressed in a way that does not communicate blame or judgment. I –messages are recommended.

#### **Step 2: Generating Alternative Solutions**

Both parts should be creative in generating possible solutions.

It's important to avoid evaluation until a number of possible solutions are proposed.

**Step 3: Evaluating the Alternative Solutions**

It is important by this phase to take special care that both you and the other person are honest and use active listening.

**Step 4: Choose a Solution**

In this phase both people agree on a solution or combination of solutions. Someone needs to state the solutions to make sure that both agree. Don't try to push a solution - both should choose freely.

**Step 5: Plan for and Take Action**

In this step, you both decide Who does What by When to carry out the agreed-on solution. It's best to trust that both will do what they agreed on instead of talking about what will happen if they don't.

**Step 6: Check Results**

Both need to agree to check back at a later time to make sure the solution worked/is working for both people.

**User's guide, equipment**

Equipment	Quantity
List of NVC universal needs	
NVC List of words for feelings	
List of 12 Communication Roadblocks of T.E.T.	

**Difficulty (easy, medium, advanced)**

Advanced

**Tags**

intervention on teacher level, intervention on student level, non-violent communication, conflict resolution, helping relationship

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This tool can be found on the project website: [crocoos.tka.hu](http://crocoos.tka.hu)

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