

Module 6: Roadside Assistance
Topic 3 Content: Settling a Claim

How Conflict Builds



Continue

Resolve

Ignore

How Conflict Builds

Accidentally

- Bumping into someone in a crowd
- Misunderstanding intentions

Deliberately

- Bullying
- Gossiping
- Saying harsh words

Conflicts begin for various reasons. Conflicts can be ignited accidentally or deliberately. In either case, the people involved now have a choice: either to continue to argue, resolve the issue peacefully, or walk away and ignore the conflict.

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Recognizing Conflict



The image features a woman in a red shirt resting her chin on her hand, looking thoughtfully to the side. Overlaid on the image is a list of five questions. To the right is a yellow vertical bar with the text 'Be aware of the situation'. At the bottom, the title 'Recognizing Conflict' is written in large, bold, white letters.

- Whose feelings are hurt?
- What caused this situation?
- When did all of this start?
- Where can I go from here?
- Why is this situation bothering me?

Be aware of the situation

Recognizing Conflict

The best way to stop conflict is to get to it before it happens. You need to understand the situation. Take a moment to read over this list of questions you should ask yourself before or during the conflict:

- Whose feelings are hurt?
- What caused this situation?
- When did all of this start?
- Where can I go from here?
- Why is this situation bothering me?

Answering these questions truthfully will help you understand the true nature of the conflict. It may even end it.

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Whose Feelings Are Hurt?



Who all are involved?

Conflict Resolution

Whose
feelings
are hurt?

Whose feelings are hurt? Do not answer with who you think is at fault. Truly think of all the people involved.

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What Caused The Situation?



Miscommunication
Jealousy
Greed
Bullying
Accident
Gossip

What
caused the
situation?

Conflict Resolution

What caused the situation? Think of the root of the problem and the source of the conflict.

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When Did The Situation Begin?



- Today
- Yesterday
- Last week
- Months ago
- Last year

When did the situation begin?

Conflict Resolution

When did the situation begin? The actual fight might have occurred today, but when did the disagreement start?

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Where Can I Go From Here?



- Avoid the person or situation
- Remain calm
- Find another activity
- Find friends who support your decision

Where can
I go from
here?

Conflict Resolution

Where can I go from here? After answering the first three questions, what can be done to resolve the conflict?

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Why Is This Situation Bothering Me?



Why is the
situation
bothering
me?

Conflict Resolution

Why is this situation bothering me? Finally, reflect on the reason the conflict may have caused you discomfort, concern, or dissatisfaction in the first place.

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Negotiation

Talk

Listen

Be considerate

Devising a plan



Compromise
to reach
agreement

Negotiation

Negotiation is open communication between two or more people where compromise is used to reach an agreement. It involves talking, and more importantly, listening. Both sides need to consider the other's point of view and devise a plan to resolve the conflict peacefully. When you have answered the previous questions about the conflict, then you are ready to discuss a solution to the problem.

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Negotiation Tips

- Meet somewhere safe and neutral
- Work together
- Give and take
- Take responsibility for you and your part



Follow
these
steps

Negotiation

Here are some steps to follow in negotiation:

- Plan on meeting somewhere that is safe and neutral for all parties.
- Agree to work together on a solution.
- Prioritize your needs and the needs of the other party or parties. You will probably need to compromise to reach a solution.
- Take responsibility for your actions and your part in the conflict.