

New Generation: Conflicts & you

Agenda

- 1. Conflicts, newer heard about it?
- 2. Student & Mentor: Small society
- 3. Student & Mentor: Building of constructive conflict
- 4. Student inner conflicts: what we can do?
- 5. Mental health and conflicts
- 6. Use cases

Chapter 1: Conflicts

Conflicts. Base



- Conflict is the serious disagreement
- Conflict is a clash of interests, opinion or even principles
- Conflict is a misunderstanding of two or more people
- Conflict is an instrument

Conflicts. Types

Interpersonal

It's only me
& my problems

Intrapersonal

It's between me
& that guy over
there

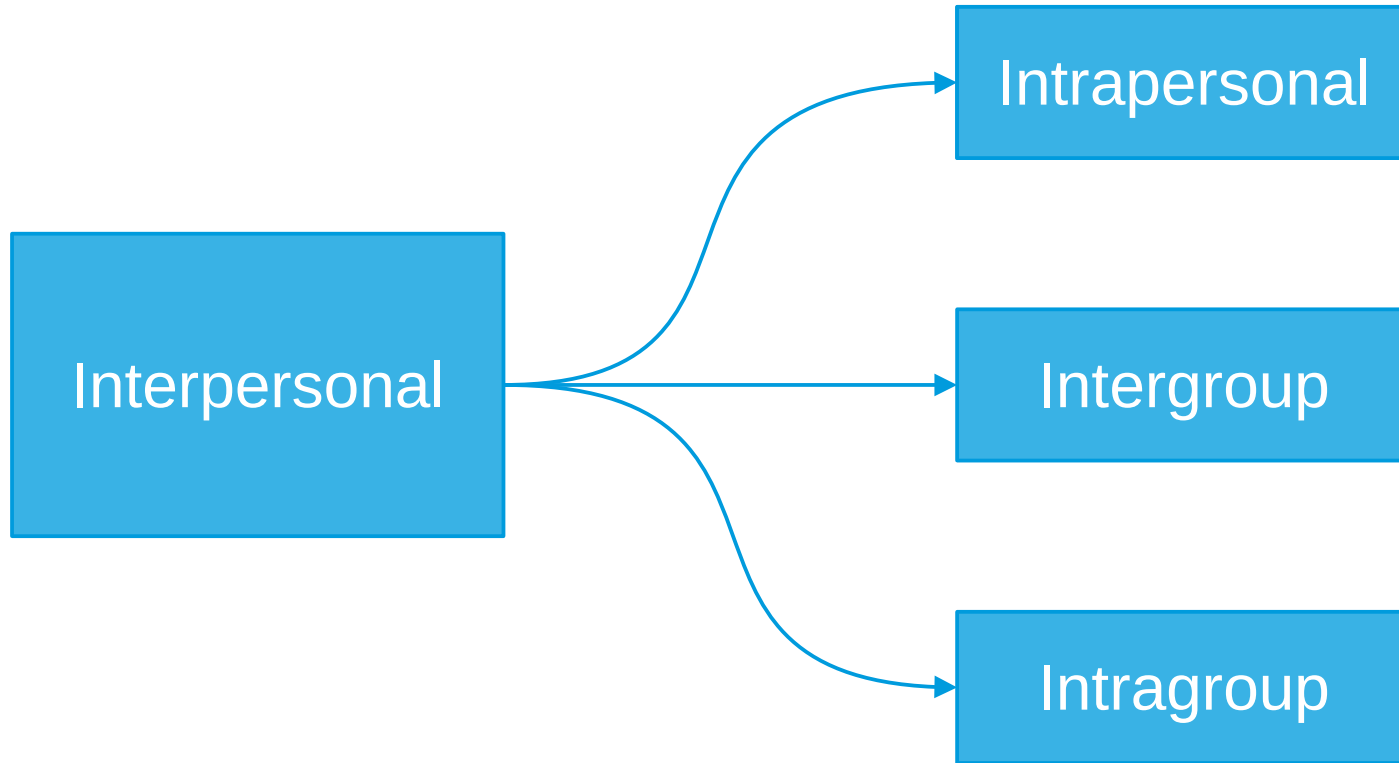
Intergroup

We are
community. And
we are angry.

Intragroup

We are
community. And
we're hate other
community

Conflict. Main point



Conflicts. Discovering

- Just try to watch students usual behaviour, and pay attention to most terrifying things as of self-amusement.
- Try to see the way student is communicate with you: voice, sight and gestures is a key for understanding.
- Always give your group ability to communicate with you more freely.
- Pay attention to the red-flag-words.

Conflicts. Interpersonal workaround



- Moral help and assistance. Always just few words can value a lot.
- Try to assist him with additional job/tasks/information, that can be helpful in education.
- Sometimes, student really need to be heard. 10 minutes of your time can build strong relationship and cure conflict.

Chapter 2: Okay, what's next?

Student & Mentor: How conflict can be used?



- Conflict – is a powerful tool for students, that can't fit in usual education process.
- Controlled conflict can be as powerful as productive lection.
- Conflict also is the way to give student ability for self-education in a very careful way.

Student & Mentor: Conflict foundation



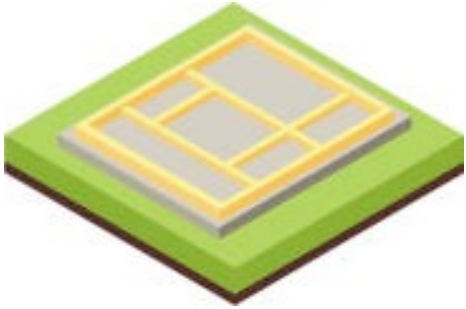
- Started by student, it can't be started by mentor
- Already started and have own path
- Already have object & subject
- Uses strong base with questions, that should be answered

Student & Mentor: Conflict Investigation



- Determine questions, that formed the conflict base.
- Student should be heard and understood.
- Patience & Strength: two most important parts of mentor's health.

Student & Mentor: Conflict Building



- Give student a challenge
- Give student a “lifetime-task”
- Give student attention and try to help him find himself
- Give student ability to hate you.
- Give student ability to release his angry in work.

Student & Mentor: Conflict realization



- Student can do whatever he want with own emotions, but for now he has job, where all emotions can be kept.
- Keeping eye on student, to control emotional flow. Sometimes, it's better endure it, and be a psychologist.

Student & Mentor: Conflict finishing



- If everything done well – with a time student can become great specialist, that can handle own emotions.
- Otherwise – you can create toxic.

Student & Mentor: Results

- Conflict can't be created by mentor
- Mostly, student want to be heard
- Student – still a child. Keep that in mind.

Chapter 3: How healthy are you?

Mentors health



- Never work with student conflicts, when you have stress.
- Never insult student.
- Keep your emotions inside, and find proper way to release them.

Small talk