

# COLLEGE OF EDUCATION, NAGAON



## PROJECT REPORT

ON

### STUDY ON SCHOOL SYSTEM OF ANY ONE SECONDARY SCHOOL

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## CONTENTS

- INTRODUCTION
- CONCEPT OF CONFLICT MANAGEMENT
- CONFLICT MANAGEMENT IN EDUCATIONAL INSTITUTIONS.
- NEED OF CONFLICTS MANAGEMENT PROGRAM.
- TYPES OF CONFLICTS IN SCHOOLS.
- STRATEGIES AND TECHNIQUES USED IN CONFLICT MANAGEMENT.
- VISION FOR THE FUTURE IN HELPING CHILDREN AND YOUTH.
- CONCLUSION
- REFERENCES

## **INTRODUCTION**

Conflict', as it is used in everyday speech, is a vague term and associated with it are many vague concepts. While in principle the issue of definition is a question of decision about how to use words, in practice definitions are already located in a linguistic context and have prior associations. Thus we need to be careful in our definitions, and take care to note where a disagreement which appears to be merely a question of linguistic taste hides some more basic division about how we should conceptualise the underlying characteristics of the discipline.

Conflict is an activity which takes place between conscious, though not necessarily rational, beings. If two astronomical bodies collide, we do not say that they are in conflict. A conflict is defined in terms of the wants, needs or obligations of the parties involved. These wants may be relatively practical, such as in a conflict over fishing limits, where one would hope negotiation would end in a settlement. It may concern fundamental beliefs and attitudes such as over the status of Jerusalem, where attitudes are not readily altered.

It can be defined as a disagreement between two or more individuals or groups with each individual or group trying to gain acceptance of its view over others. The essence of conflict seems to be disagreement, contradiction, or incompatibility. Thus, conflict refers to any situation in which there are incompatible Goals, Cognitions, or Emotions within or between individuals or groups that lead to opposition or antagonistic interaction.

## **CONCEPT OF CONFLICT MANAGEMENT**

Conflict management is an umbrella term for the way we identify and handle conflicts fairly and efficiently. The goal is to minimize the potential negative impacts that can arise from disagreements and increase the odds of a positive outcome.

At home or work, disagreements can be unpleasant, and not every dispute calls for the same response. Learn to choose the right conflict management style, and you'll be better able to respond constructively whenever disputes arise.

Conflict management refers to the way that you handle disagreements. On any given day, you may have to deal with a dispute between you and another individual, your family members, or fellow employees.

Although there are many reasons people disagree, many conflicts revolve around:

- Personal values (real or perceived)
- Perceptions
- Conflicting goals
- Power dynamics
- Communication style

Conflict management is the practice of being able to identify and managing conflicts sensibly, fairly, and efficiently. Conflict management process deals with (perceived) incompatibilities or disagreements arising from, for example, diverging opinions, objectives, and needs.

Since conflicts in a business are a natural part of the workplace, it is important that there are people who understand conflicts and know how to resolve them. This is important in today's market more than ever. Everyone is striving to show how valuable they are to the company they work for and at times, this can lead to disputes with other members of the team.

## **CONFLICT MANAGEMENT IN EDUCATIONAL INSTITUTION**

### Classroom Approach

The classroom approach gives all students an opportunity to learn and practice conflict management concepts and skills. This approach is used to increase personal problem

solving skills, to improve teachers classroom management skills, and to improve school climate.

There are basically some ways of conflict management is used in the classroom:

Conflict management is infused into existing curricula at all age levels. The skills of conflict analysis, cooperation, brainstorming of options, identifying common interests and understanding opposing perspectives can be easily infused into all curricula. Teachers and educational consultants creatively infuse conflict resolution into subjects, such as math, biology, health, English/literature, social studies, and work and family life (home economics). Teachers report that the infusion of conflict resolution into traditional courses helps students better understand the relationship between academics and the real world.

Some schools offer conflict management courses. These courses allow students to receive intensive skills training and to analyse issues, such as sources of conflict, escalation of conflict, power imbalances, negotiation styles, and neutrality.

#### Comprehensive Approach

Experience has shown that the most effective way to get young people to use non-violent methods for resolving conflicts is to teach them conflict management concepts and skills; to provide opportunities for them to practice the new skills; and to have adult model effective use of conflict management skills. To achieve this goal, schools adopt a plan which implements both the Mediation and Classroom approaches and offer conflict management knowledge and skills to all students, school personnel and parents. Another important part of the comprehensive approach is identification of other school programs and/or community organizations that complement the school's conflict management efforts. Complementary programs may include drug-free initiatives, multi-cultural education, peer listening, Girl Scouts' Peace Badge, anger management, and violence prevention.

## NEEDS OF CONFLICTS MANAGEMENT PROGRAM

Conflict management skills are needed because conflict is an everyday part of life. Conflict may be as simple as a misunderstanding between friends or as complex as violence in the home. Most conflicts can and should be handled as they arise, before they escalate into something more complex or violent. Unfortunately, many children and adults lack the skills necessary to effectively resolve conflicts. An independent evaluator interviewed students, teachers, guidance counsellors, principals, superintendents and parents and recorded the following statements about why they believe conflict management programs are needed in schools today.

- Increased team performance, productivity, energy, and engagement.
- Improved leadership throughout the entire team
- Society is More Complex and Violent
- Effective Learning Requires a Safe Environment
- Advanced workplace communication and collaboration

## TYPES OF CONFLICTS AT SCHOOL

Conflicts can be classified into four different types-

- Structural Conflict
- Value Conflict
- Relationship Conflict
- Data conflict

Data conflicts: Data conflicts occur when people lack the information necessary to make wise decisions, are misinformed, disagree over which data are relevant, interpret information differently, or have competing assessment procedures. This type of conflict is usually the simplest to overcome, by adopting a process to ensure both parties perceive the data in the same way.

**Relationship Conflicts:** These problems often result in what have been called unrealistic or unnecessary conflicts since they may occur even when objective pre-conditions for conflict, such as limited resources or mutually exclusive goals, are not present. They occur due to the presence of strong emotion (e.g., jealous, mistrust, hatred) and are created from perceptions, poor communication, stereotypes, and so on. Relationship conflicts often fuel disputes, causing them to escalate.

**Value Conflicts:** This type of conflict is caused by perceived or actual incompatible value systems. Values are beliefs people use to give meaning to life and to explain what is good, bad, right, or wrong. Value conflicts occur only when people attempt to force one's set of values on another or lay claim to exclusive value systems, which do not allow for divergent beliefs.

### **STRATEGIES AND TECHNIQUES USED IN CONFLICT MANAGEMENT**

Confronting – In this method people involved in the conflict or having a difference in opinion come forward to discuss the problem at hence avoiding it with a very open mind. They focus on resolving the conflict and finding the best alternative for the tea. This m, They discuss rising above personal emotions with the sole intention to finding what is best for the team. This leads to a win win kind of outcome. Here everyone collaborates.

Withdrawing – In some situations, one of the parties in the conflict may decide to retract from the situation from the discussion and allows going with the other persons opinion. Or some situations, one of the parties may decide to completely avoid the conflict by maintainingsilence.. This works well in situations where one of the parties in the conflict is emotionallycharged up or is angry . Hence avooiding any conflict resolution provides a cooling off period for the people involve so that they can later comeback for meaningful resolution .

Competing - In some situation, a person with authority and power can force his/ her oinion and resolves the conflict without giving Aby chance to the other party. This leads to a win llose kind of outcome. Some may end up feeling like a looser while

the other person with authority may feel as a winner. This technique can be used if we see that conflicts are unnecessary and destructive for the team.

## VISION FOR THE FUTURE IN HELPING CHILDREN AND YOUTH.

- Conflict management skills is vital in not only bringing an end to existing conflict but also give people knowledge to adjust to some extent, compromise their interest and find solutions to the issues rather than cribbing to fighting. People will realize that conflict and disagreements only lead to negativity and people will not reach a conclusion in whatever they is causing conflict among them..
- Conflict also occurs when people do not have effective communication, and mostly focusing on personalities rather than issues at hand. The conflict management skills help people to have knowledge of the benefit of peace and also making them to focus on issues that can cause conflict rather than personalities.
- Conflict management skills is vital in not only bringing an end to existing conflict but also give people knowledge to adjust to some extent, compromise their interest and find solutions to the issues rather than cribbing to fighting. People will realize that conflict and disagreements only lead to negativity and people will not reach a conclusion in whatever they is causing conflict among them. Having conflict management skills is also important in resolving issues in the right time before escalating to tension and big fight. This is because the skills to management the conflict will have better understanding of issues before they done ugly and help each party the role they are playing to cause conflict. It means they are able to prevent the conflict before it erupts . This



does not only promote a peaceful coexistence, it also helpful in building a more productive society that is with culture of respect among the individuals. There will be long term peace because people understand the benefit of peace and also in their workplace, environment and even country.

- Conflict management skills also go a long way in strengthening the bonds among people living, working or interacting in a given environment. This will automatically solve some problems that would have caused conflict among them. Those in workplace will feel motivated with to work more as there will be peaceful working relationship where everything is handled well and everyone's concern is solved in a respectable manner. Everyone enjoys working in an organization where there is zero conflict, the relationship among employees and the management team is peaceful. It gives employees the confidence and morale to even give their best. In a society, peace would promote prosperity both socially and economically because those who have conflict management skills would be helpful in maintaining peace and always acting swiftly to any issue arising before it escalates to a point it cannot be managed or hurt people and economy.
- The conflict management skills also contribute to stress reduction in organization and society. In personal lives, conflict management plays role in enhancing relationships among different people that would have otherwise been spoiled by fights and conflicts. People would exist peaceful at their homes and the cases of domestic violence would have been history rather than a crisis as it in most societies around the world.

## CONCLUSION

For instance, a conflict emerges between two students in a classroom due to a misunderstanding about a group project. The teacher identifies the situation, intervenes, and facilitates an open discussion, urging the students to articulate their feelings and concerns while using active listening. Active listening means entirely focusing energy on listening by demonstrating genuine interest and engagement in the conversation. The students discover miscommunication is at the heart of their disagreement, and use collaboration to devise a solution accommodating both perspectives. The teacher, using conflict management techniques, assists the students in constructively resolving their conflict, preserving a positive relationship and allowing them to continue collaborating on the group project. On the other hand, Conflict occurs in every school. If handled effectively, conflict can create a good learning experience. If handled ineffectively, conflict can quickly escalate to physical and emotional violence.

*BB*  
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