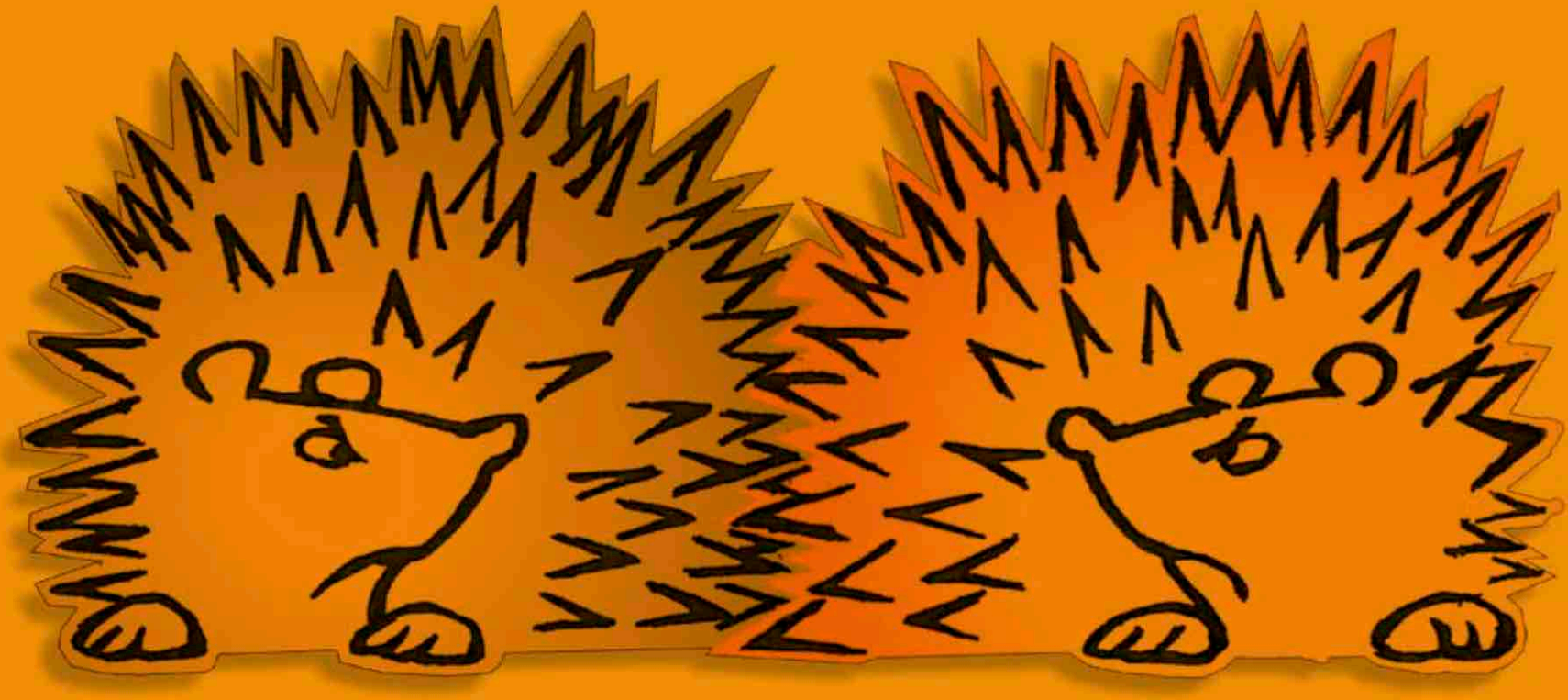


GOOD CONFLICT POSTER



1

Do not confuse conflict and violence.

You use conflict to cope with obstacles, violence to eliminate who represents the obstacle for you.

2

Use conflict as antidote to violence.

If you learn how to face and manage contrariness, you'll not need turning into violence against yourself and others.

3

Do not look for someone to blame.

It's the most archaic and primitive way to deal with contrariness only leading to shame and resentment.

4

Learn how to stay into the contrariness.

It's better than looking for an immediate solution. Conflict is just the point of an iceberg hiding information, needs, emotions that you could learn how to recognize and respect.

Learn how to communicate and effectively listen also into contrariness, read conflict situations as opportunities to change, not as a threat. This is how you can improve your conflict management skills.

5

6

Take care of your painful nerves, because they'll be your friends! You already know that in conflict situations your emotions and your childhood painful nerves come out. Take care of them, so you will develop the necessary skills to understand yourself as well as the others.

7

Use the Socratic question.

It represents an effective way of communication: it creates mutual interest and allows you to understand the others' point of view.

8

Educate well. Bad education leads to violence. Educating well is a primary need, as food for life, and it concerns everyone, even you. Engage yourself to have high quality education in schools and parents helped in bringing their children up.

9

Help children arguing well, as childhood is the best learning life period. In children contrariness avoid looking for blaming or giving your solutions. Sustain your children in finding words to tell their conflicts and to talk about it between them. This is the only way to offer them the opportunity to find creative ways of agreements.

...our best wishes...

HAVE GOOD CONFLICTS!

By Daniele Novara and CPP's staff for their 25 years of activity on conflict management - 1989/2014

CPP

Centro PsicoPedagogico
per l'educazione e
la gestione dei conflitti

Conflict management skills are a priority in our complex society and one of the key competences for the European Union. To celebrate CPP's (Psycho-pedagogic Center for education and conflict management) 25th anniversary, its founder Daniele Novara and all the staff wish to share their scientific and learning know-how with this poster.

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