| **1) DESCRIPTION OF THE TOOL** |
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| **Activity: “How to ease a situation full of tension”**  Each participant will analyze a situation and say what it would do to resolve the issue. Example : Chloe took days off to go on holiday, during this time, Thomas planned a meeting with an important client without putting her in the mail loop. When she came back, Chloe discovered the meeting and angrily sent an email to everyone to complain and to insult Thomas. |

| **2) OBJECTIVES OF THE TOOL** |
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| • Understand conflict sources.  • Practice de-escalation techniques.  • Promote resolution mindset and ease the stakeholders. |

| **3) CONNECTION OF THE TOOL WITH THE SKILL** |
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| Conflict is part of life—resolving it well is a skill, not a talent. |
| **4) MATERIAL RESOURCES** |
| • Conflict map template  • Role cards (neutral, involved, mediator) |

| **5) HOW TO APPLY THE TOOL** |
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| * Break into groups. * Analyze conflict components (needs, fears, triggers). * Role-play and resolve. * Reflect on process. |

| **6) WHAT TO LEARN** |
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| When understood, conflict becomes a bridge, not a wall. Everyone reacts differently to triggering situations. |

| **7) EXTRA MATERIALS - LINKS** |
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| <https://www.crkit.org> |