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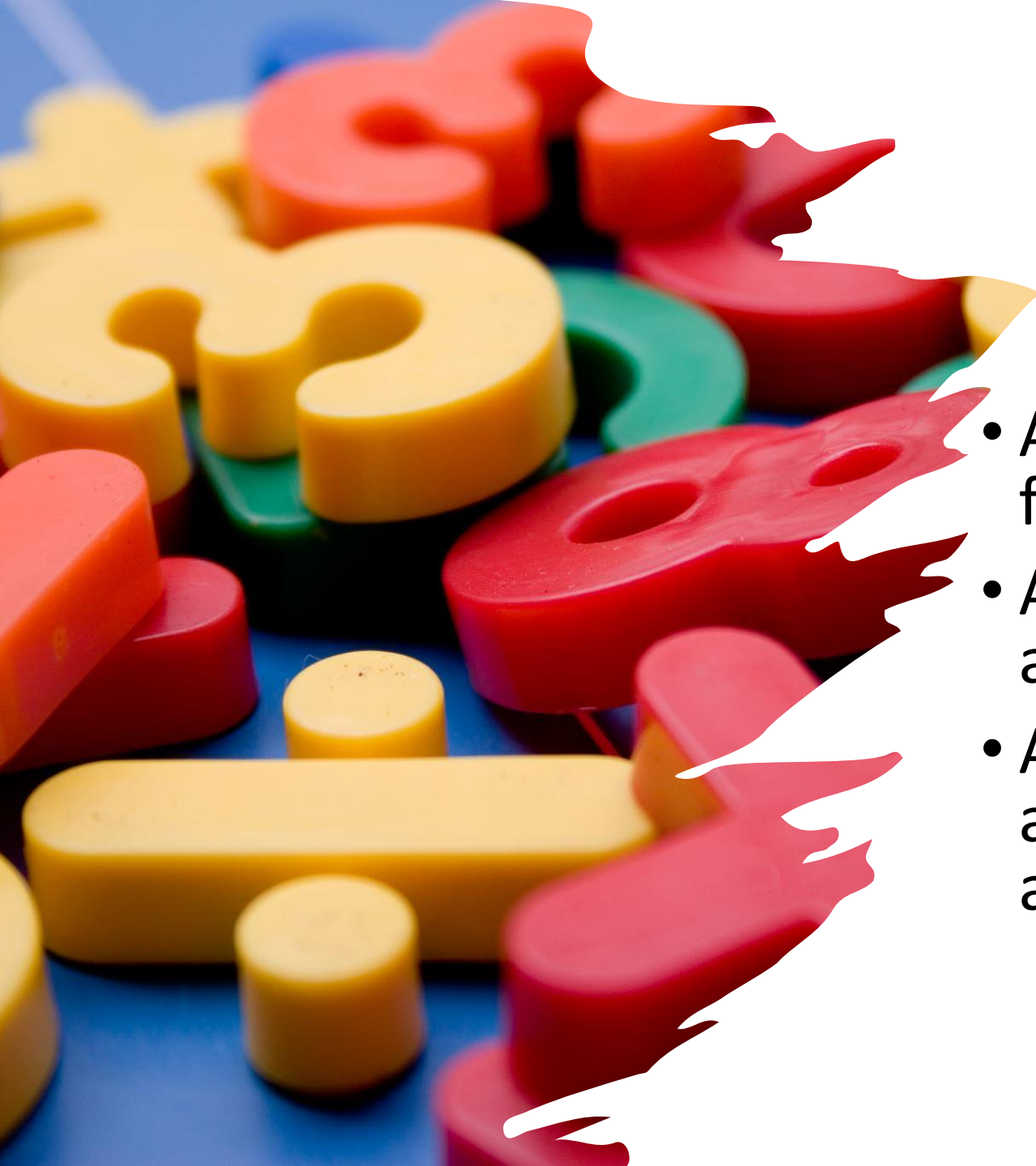
# WELCOME!





Better response to  
**Conflict**  
and **Criticism.**

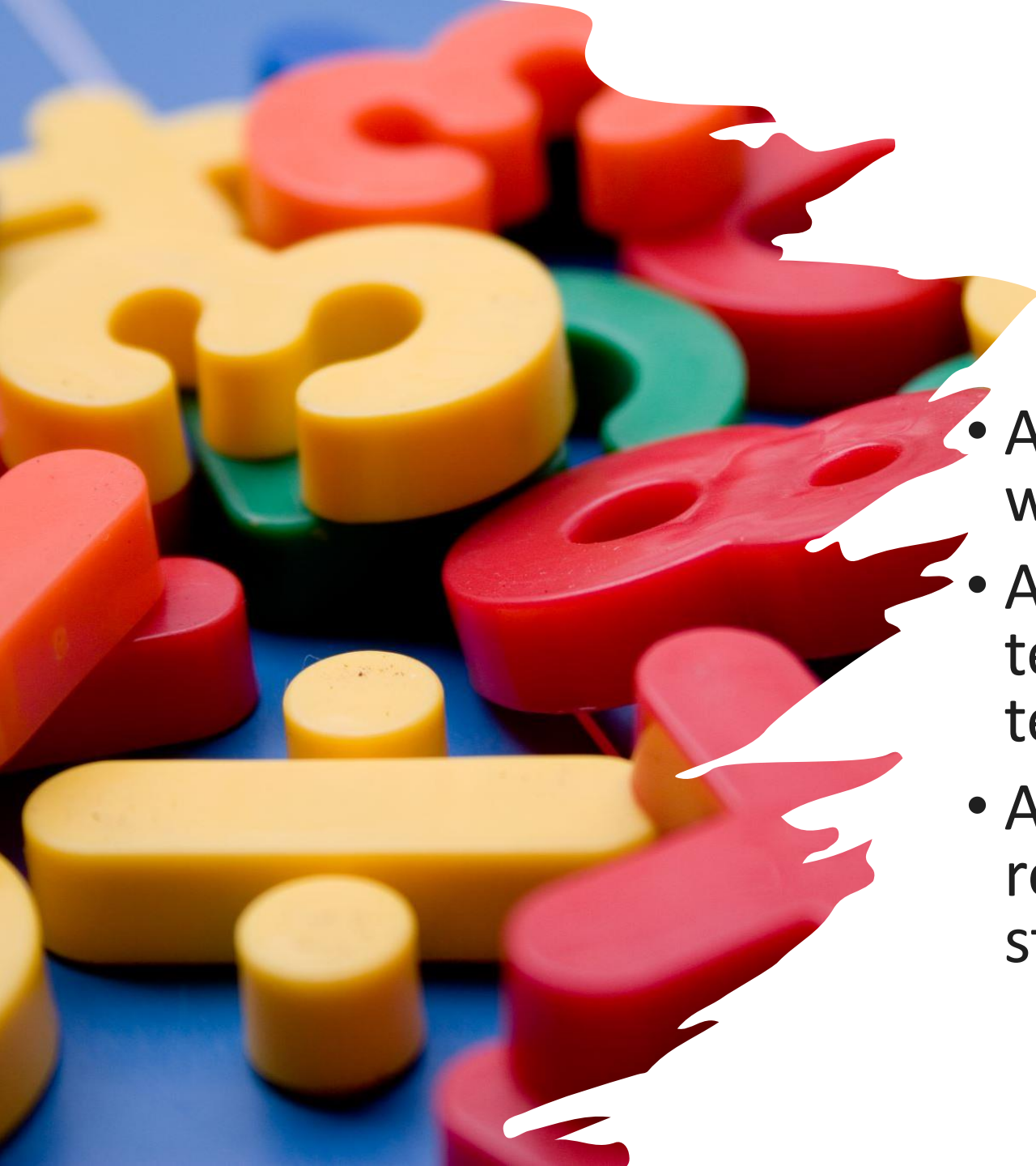




- A teacher who yells at a student for not following directions.
- A student who teases or bullies another student.
- A group of students who exclude another student from their activities.



- A student who complains to the teacher about another student's behaviour.
- A student who says they can't do their work because they're not smart enough.
- A student who acts helpless and expects the teacher to solve all their problems.



- A teacher who does a student's work for them.
- A student who takes on the role of teacher's pet and tries to please the teacher at all costs.
- A group of students who feel responsible for taking care of a student who is struggling.



# Persecutor/Villian

- A teacher who yells at a student for not following directions.
- A student who teases or bullies another student.
- A group of students who exclude another student from their activities.



# Victim

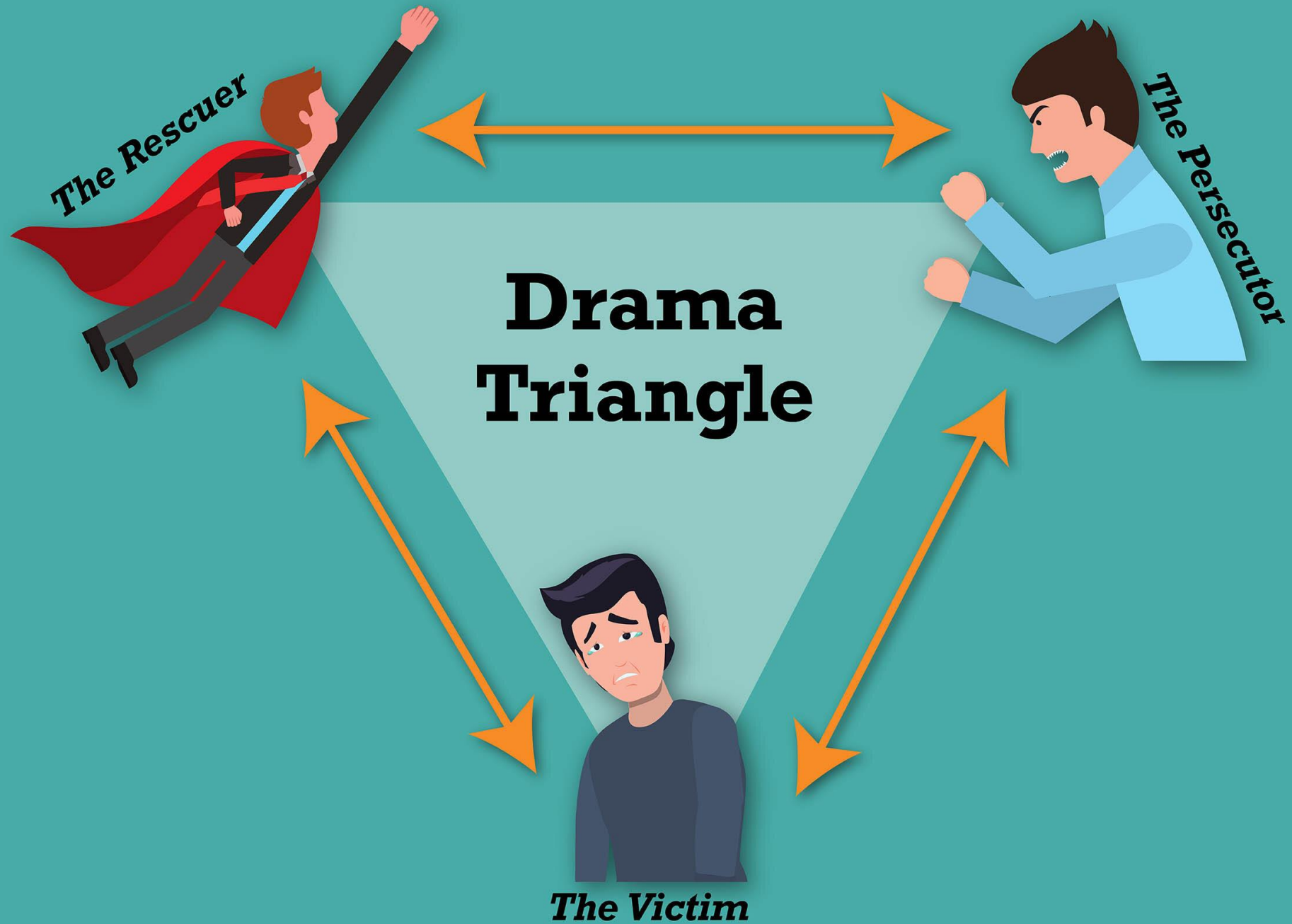
- A student who complains to the teacher about another student's behaviour.
- A student who says they can't do their work because they're not smart enough.
- A student who acts helpless and expects the teacher to solve all their problems.





# Rescuer/Hero

- A teacher who does a student's work for them.
- A student who takes on the role of teacher's pet and tries to please the teacher at all costs.
- A group of students who feel responsible for taking care of a student who is struggling.



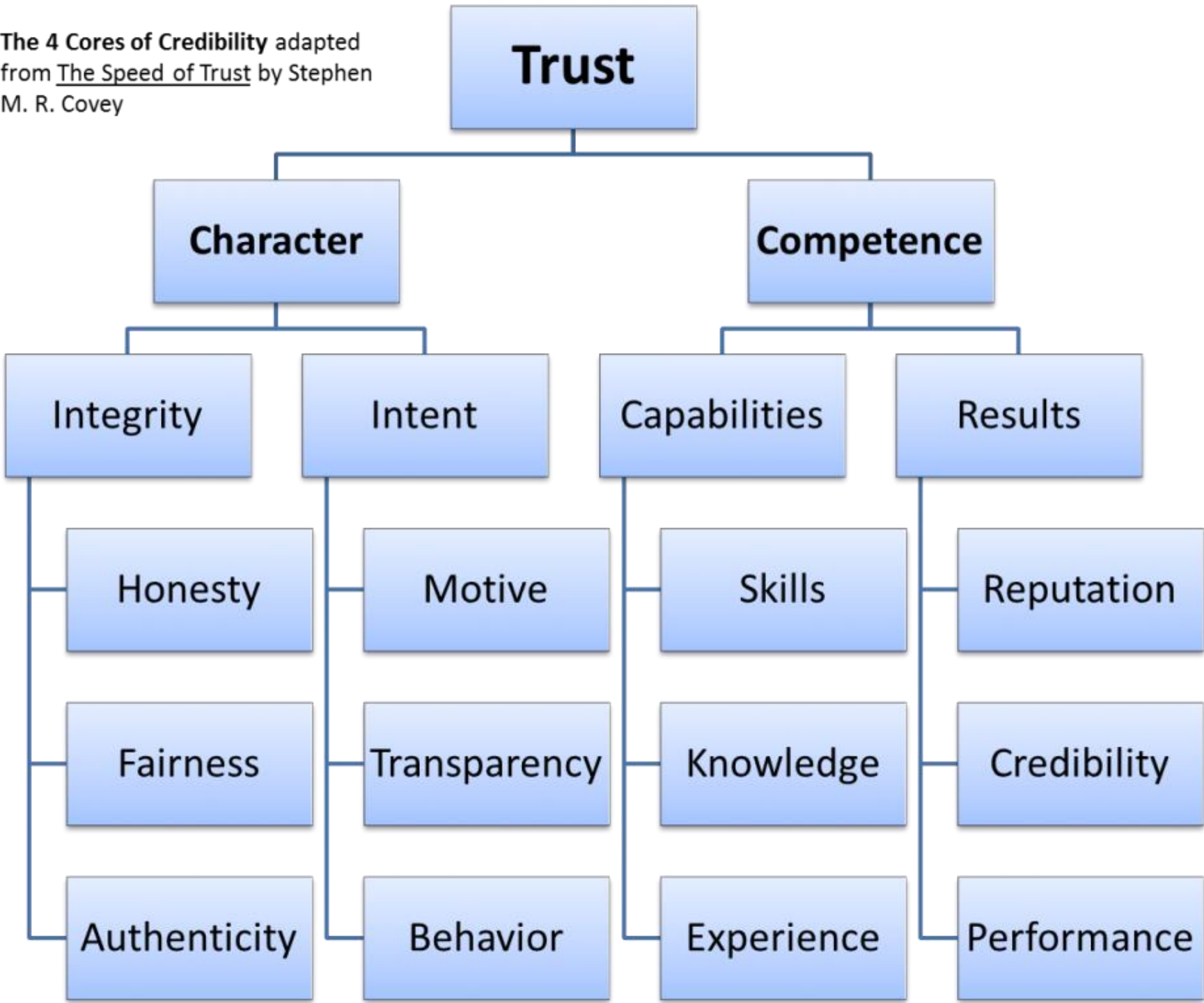






- Model positive communication.
- Create a culture of trust and respect.
-

The 4 Cores of Credibility adapted from The Speed of Trust by Stephen M. R. Covey





- Model positive communication.
- Create a culture of trust and respect.
- Encourage students to take responsibility for their own learning.
- Be aware of your own role in the drama triangle.



Who loves  
**CONFLICT?**





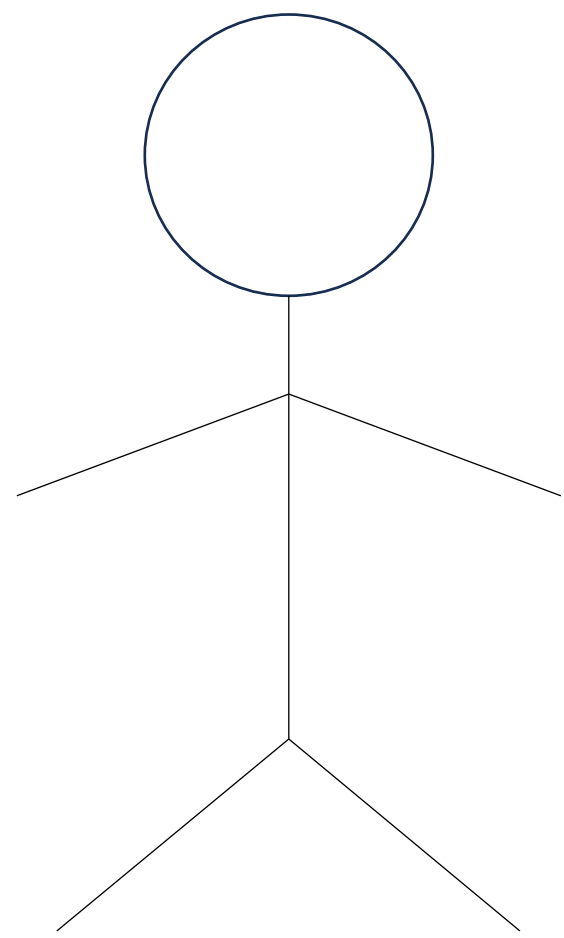
- **Conflict opens our eyes to new ideas.**
- **Conflict gives opportunity to verbalize needs.**
- **Conflict teaches flexibility.**
- **Conflict teaches us to listen.**
- **Conflict teaches us patterns of behaviour.**



- **Conflict leads to solutions.**
- **Conflict exercises communication skills.**
- **Conflict exercises emotional control.**
- **Conflict allows us to differentiate and discover ourselves.**
- **Conflict helps us set limits.**

# Six Blind Men.







- What does this person mean?
- Do they have enough information to make a clear and detailed representation?
- Does this person actually know enough to be able to make a legitimate, valid criticism?
- Is there something you see now that you may have missed before?



Evaluate this criticism.

- Does the you over there need to hear this, or something similar to this, at all?
- What does the criticiser mean?
- Do they mean to be helpful, nasty or are they just ignorant or jealous.
- Are they attempting to gain something or perhaps fix something?
- What might be their actual purpose for offering this criticism at this time?
- What other information do you have around this topic?



- Decide now how that perfect, cool, calm, collected you is going to respond to this criticism.
- It may be to ignore it, it may be to apologize or create restitution.
- It could be just to be understanding, loving, patient and say nothing.
- Maybe you want to give this criticism some serious thought, just in case there is something truthful in there.
- Maybe now that you've seen the criticiser's intention/motivation, you see some things differently. Whatever response you feel that that you would be most proud of, the response that will do the most good for now and for the future."

***“If someone is trying to bring you down, it only means you’re above them.”***  
— *Bella Thorne*







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# Thank you!

