

## Chapter 18 Reflection Questions

Now that you have completed the chapter, consider and reflect on the following questions.

1. On a scale of 1-10 (1 being very poor, and 10 being perfect), how would you rate your ability to handle conflict? How would you rate your school, overall, at handling conflict? What changes can you make in your own handling of conflict to create better outcomes?
2. Think about an issue or situation at your school that caused conflict in the past. What, if anything, did the involved parties do to resolve it? Which of the eight steps I present in this chapter could have improved the process of addressing the conflict?
3. Of the eight steps for successful conflict resolution, which do you feel would be the most challenging for you to implement, and why? How can you meet the challenge?
4. Is there a current conflict at your school that, if resolved, would improve your school's culture? Name the conflict, then go back through the eight steps in this chapter to develop a plan to resolve it.