



ASSERTIVE COMMUNICATION 1. COOPERATION AND COMPETITION

Cooperation and competition are two attitudes that take place in the classroom. Competition is about being more successful than others; therefore, it does not generate or strengthen emotional ties and it does not seek the common good. A competitive attitude may stress you and make you feel anxious and frustrated. On the other hand, cooperation is about working with other people. It implies joining efforts, establishing goals, and pursuing them for the common good. A cooperative attitude helps us do the following: establish and strengthen emotional ties with others, improve communication and coexistence in the classroom, and become a better person. With a cooperative attitude, you can achieve not only individual goals but also collective ones.

Materials

- Printed handout
- Pen or pencil

STEP BY STEP

- 1 If possible, print the handout on the next page or copy it in your notebook so you can work on it.
- 2 In small groups, look at the definitions of *cooperation* and *competition* and discuss with your classmates what each of you considers is the main objective of those concepts. Write down your conclusions in your notebook.
- 3 Individually, read the situations on the table and take a moment to reflect on them. Now, decide if they are related to cooperation or competition and whether the attitudes in those situations have a positive or a negative effect.
- 4 Share your thoughts with your group and discuss the different opinions the group members may have. Give examples of other situations you consider your class might be struggling with to cooperate.
- 5 Carefully observe the photos. Now, answer the question *What do you think is happening in each picture?* Write down five ideas that come up from your observations. Discuss with your classmates the importance of cooperation for achieving both individual and collective goals, and the disadvantages of competition.
- 6 Discuss in groups:
 - a What goals can you and your classmates reach working together?
 - b What collaborative actions can you take?
 - c What are the advantages of cooperating in the classroom?




If you want to better understand collaboration, go to: <http://www.edutics.mx/5Qv>

ASSERTIVE COMMUNICATION 1. COOPERATION AND COMPETITION

Cooperation is the act of working together for a common purpose or benefit.
Competition is a rivalry between two or more persons or groups for an object everyone wants, usually resulting in a winner and a loser.

Situations	Is it related to competition or cooperation?	Does this affect the class positively or negatively? Why?
1 Being quiet during class		
2 Keeping information to yourself		
3 Sharing your knowledge, abilities, etc.		
4 Being interested only in your achievements		
5 Paying attention to the needs of others, not just your own needs		
6 Working on team projects individually		
7 Communicating in an effective way		
8 Being obsessed with being the best		

	Cooperation	Competition
		
1		
2		
3		
4		
5		

**ASSERTIVE COMMUNICATION 2. CONFLICT RESOLUTION**

Sometimes, working in groups can generate conflicts because not everyone agrees all the time, or because they can take different postures that are not always positive or seek the common good. Conflict resolution is willingness to find solutions to move forward in an environment of empathy and collaboration and it should search for creative ideas that try to resolve the challenges that may arise when working together. Transcending and transforming conflicts encourages reconciliation between the people involved. Negotiation and cooperation are the most positive attitudes in conflict resolution. They seek to achieve the objectives of both parties, and recognize the importance of the relationship between the people involved.

Materials

- Printed handout
- Pen or pencil

STEP BY STEP

- 1 If possible, print the handout on the next pages or copy it in your notebook so you can work on it.
- 2 In groups, think of one conflict your class or your team has experienced in the past. In the corresponding spaces, write down what the conflict was about, the attitude or posture that both parties took, and if the resolution was fair for one, both, or none of the people involved. Then read the Guide to Conflict Resolution in page 3 and discuss it with your group.
- 3 Read the attitudes to solve a conflict and discuss each one and how they're helpful in conflict resolution. Check (✓) the ones that are useful to solve a conflict.
- 4 Based on the Guide and the attitudes you checked, come up with a collaborative resolution for the conflict you wrote about in the graphic organizer. Finally, discuss your answers with another group.
- 5 Discuss in groups:
 - a What are the possible consequences of a conflict?
 - b What are the best possible attitudes to solve a conflict?
 - c Think of a simple conflict in your everyday life and suggest ways to solve it based on the attitudes you have just mentioned.



If you want to learn more about conflict resolution, go to: <http://www.edutics.mx/5QF>



ASSERTIVE COMMUNICATION 2. CONFLICT RESOLUTION

1 A conflict your class or team has faced in the past months.

What was the conflict about?	→	
Attitude or posture of the parties involved	→	
Was the resolution fair? Why?	→	

2 Attitudes you can put into practice to resolve conflicts.

- | | | | |
|--------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Competition | <input type="checkbox"/> Submission | <input type="checkbox"/> Cooperation | <input type="checkbox"/> Negotiation |
| <input type="checkbox"/> Dialogue | <input type="checkbox"/> Respect | <input type="checkbox"/> Listening | <input type="checkbox"/> Creativity |
| <input type="checkbox"/> Willingness | <input type="checkbox"/> Evasion | <input type="checkbox"/> Help | <input type="checkbox"/> Agreement |

3 Come up with a collaborative resolution to the conflict.



ASSERTIVE COMMUNICATION 2. CONFLICT RESOLUTION

GUIDE TO

CONFLICT RESOLUTION

1

Set the stage. The parties work together to find a solution peacefully. It is recommended to establish some rules like: not yelling, not interrupting, and showing respect.

2

Gather perspectives. Describe the conflict from the perspective of each party involved. Pay close attention. Ask any clarifying questions.



3

Speak your mind. Establish which facts and issues are important to each party involved. Tell how you feel and think about the issue but avoid blaming others.

4

Create options. Come up with possible solutions without immediately judging them or feeling committed to them. Think creatively to find a solution that all the parties feel good about.

5

Agree on the best way to solve the conflict. After some suggestions, the parties discuss how they feel about each of the proposed solutions. The parties will negotiate and compromise to reach a solution acceptable to all. It's also important to use this opportunity to get to the root cause to ensure the conflict will not come up again.

5

Create an agreement and determine the responsibilities each party has in the resolution. Each party needs to own their responsibility in the resolution of the conflict. Reach an understanding. Explicitly state the agreement, or you can even write it down.



ASSERTIVE COMMUNICATION 3. REACHING AN AGREEMENT

Identifying attitudes to solve disagreements is an exercise that strengthens the connection between people and leads to constructive dialogue. Constructive dialogue is a conversation based on active listening, respect, and understanding of the opinions of both parties. It is crucial for reaching an agreement peacefully and respectfully. The key is to have the best disposition to solve problems in a constructive way and generate benefits for everyone in the community. Remember that in an agreement, everyone gives up something but also everyone wins.

Materials

- Printed handout
- Pen or pencil
- Colored pencils

STEP BY STEP

- 1 If possible, print the handout on the next page or copy it in your notebook so you can work on it.
- 2 In groups, brainstorm some disagreements that you face in your class. Discuss them and choose one.
- 3 Individually, read each one of the attitudes in the handout and reflect on them. Then color the volume bar according to what you consider you should turn up or turn down so you can have a constructive dialogue with the other party to reach an agreement together.
- 4 With your group, think of alternative solutions to the disagreement you chose in Step 2 and negotiate an agreement taking into account the attitudes you turned up. Write an agreement that benefits the whole class.
- 5 Discuss in groups:
 - a What strategies can you apply to reach an agreement in a respectful way?



- b How can you transform a disagreement into a constructive dialogue?

- c Which attitudes do you consider are most valuable to reach an agreement?

IT If you want to read about how to disagree respectfully, go to: <http://www.edutics.mx/50t>

ASSERTIVE COMMUNICATION 3. REACHING AN AGREEMENT

Disagreements



A large orange rectangular area with horizontal lines for writing. The word "Disagreements" is written at the top. On the right side, there is a cartoon illustration of a man in a green hoodie looking thoughtful with a red question mark above his head.

Accusations, interruptions - <input type="text"/> +	Apathy, mistrust - <input type="text"/> +
Humility, tolerance - <input type="text"/> +	Keeping an open mind - <input type="text"/> +
Judgement, prejudice - <input type="text"/> +	Intolerance, anger - <input type="text"/> +
Active listening, willingness - <input type="text"/> +	Negotiation, cooperation - <input type="text"/> +

Agreement

A large light blue rectangular area with horizontal lines for writing. The word "Agreement" is written at the top.

ASSERTIVE COMMUNICATION 4. COLLABORATIVE ATTITUDES

Collaborative attitudes play a leading role in collaborative work. It seeks the achievement of collective goals, but its success depends mostly on the quality of the relationships generated within the group. Two key elements to achieve this are the attitude and the willingness to share with others inclusively and respectfully. For collaborative work, you need to focus on achieving everyone's goals and to encourage attitudes such as respect, empathy, and appreciation. It is also a good idea to identify attitudes that obstruct reaching common goals so you can avoid them because they may generate a negative environment. This way, the next time you have to work as a team, everything will flow without any effort.

Materials

- Printed handout
- Pen or pencil

STEP BY STEP

- 1 If possible, print the handout on the next pages or copy it in your notebook so you can work on it.
- 2 In pairs, think of a situation where you have to work as a team. Discuss how team members can contribute for the team to work properly and reach its goal. Then look at the attitudes in the handout and write down whether they encourage collaborative work or not, and why.
- 3 Think of a time when working in teams was difficult. Share your experience with a classmate. Reflect on the negative aspects of the situation you thought about and what might have caused them to happen. Finally, in the graphic organizer, write down four attitudes that obstructed collaborative work during that time and why.
- 4 Discuss in groups:
 - a What kind of attitudes, from the ones you have learned, encourage cooperation and learning?



- b How can an attitude favor or obstruct collaborative work?







- c Why is it important to have a positive attitude when you work as a team?

IT For information on other attitudes that favor collaboration, go to: <http://www.edutics.mx/5Qy>



ASSERTIVE COMMUNICATION

4. COLLABORATIVE ATTITUDES

Attitude	Do you think this attitude encourages collaborative work? Why or why not?
 <p>Fear</p>	
 <p>Friendliness</p>	
 <p>Indifference</p>	
 <p>Enthusiasm</p>	
 <p>Laziness</p>	
 <p>Optimism</p>	



ASSERTIVE COMMUNICATION

4. COLLABORATIVE ATTITUDES

