

The Value of Collaborative Conflict Resolution in Improving Student Achievement through a Review of Current Research

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Abstract

There are barely any programs in schools today that educate students about conflict resolution and conflict management. Many schools do not see the value of collaborative conflict resolution education. Isabu defined collaboration as a strategy to deal with conflict under which the conflicting parties attempt to satisfy their goals without making compromises instead and come up with a way to evaluate the differences that choose to leave them both better off. It attempts to address all parties' concerns effectively. The goal is to find solutions to the conflict's core cause acceptable to all parties rather than finding fault or assigning blame. Although this strategy is not appropriate for all situations, it has the most beneficial effect on the people involved when used accurately. Based on the review of current research, this paper will analyze how collaborative conflict resolution training allows students to improve their academic performance.

Keywords

Education, Conflict Resolution, Student Achievement, Collaborative Conflict Resolution

1. Introduction

Conflict commonly exists in people's lives, studies, and work, and people are faced with conflict all the time, especially in school. "Conflict is a natural part of collective human experience...Conflict is present within our schools, whether we like it or not. Educators must find ways to legitimize critique and controversy within organizational life" (Uline C & Perez L, 2003). According to the Thomas-Kilmann Conflict Mode Instrument, there are five major styles of conflict management—collaborating, competing, avoiding, accommodating, and compromising. In school, one of the solutions to conflict in collaborative conflict resolution. Schools under diverse social circumstances, such as cultural, language, and physical condition differences, can lead to conflicts. When children find themselves in precarious situations, confrontation with their classmates frequently escalates. School conflict happens in classrooms, cafeterias, libraries, school buses, playgrounds, and everywhere else where students gather. If conflict is uncontrolled, these phenomena will continue into adolescence, and peer competition will become more aggressive. The teachers need to provide students with practical ways to resolve conflict in a non-violent way. This research paper describes the value of collaborative conflict resolution that positively impacts students through a review of current research and analyzes how they affect student achievement.

"All students should be taught how to manage conflicts constructively by integrating training into the existing school curriculum...because conflict resolution training has the potential to positively affect academic learning by equipping students with interpersonal skills" (Stevahn, 2004). This study also mentions the effectiveness of negotiation skills in

collaborative conflict resolution for students, which include: 1. Learning to listen to each other's needs and potential interests; 2. Allowing students to communicate and understand each other and develop creative solutions; 3. Helping students to manage and improve conflict skills successfully; 4. Through collaborative conflict resolution sessions, students can better understand verbal and nonverbal aspects; 5. Developing interpersonal skills. The article also states experimental evidence of a substantiated link between collaborative conflict resolution training and improved academic achievement. Based on the review of current research, this paper will analyze how collaborative conflict resolution training allows students to learn to listen, learn to be valued and understood, learn to collaborate and problems solving, and develop interpersonal skills to improve students academic performance.

2. Learn to Listen

An important aspect of collaborative conflict resolution is learning to listen. Through Ury's presentation, "negotiation is listening more and talking less. Listening to understand, listening to emotions behind the words. Listen from within their frame of reference. Listening conveys respect. By listening, you show respect" (Ury, 2014). When there is a conflict, all parties need to listen to each other, such as actively participating in the conversation, not judging and being patient, and not interrupting each other. Do not express opinions while the other person is speaking, and allow them to finish their sentence. When both parties listen to the other, they can know what people want instead of guessing them behind their backs. By listening, they can find a cooperative way to resolve conflicts.

Active listening is a compelling ability that applies to everyday life. It also promotes positive, open, and reassuring communication. "The purpose of active listening is to understand the other person. Active listening can help reduce conflict and enhance leadership" (Bommelje, 2003). When students learn to listen in their academic and daily life, they learn to respect and understand each other. In the future, students will listen to various things in diverse situations, and if they gain practical listening skills, they can quickly focus on the main point. By listening to each other's voices, they can learn other people's perspectives.

3. Learn to Valued and Understand

Collaborative conflict resolution teaches people to value and comprehend others. In school, the "causes of conflict include the difference in perceptions, limited resources, poor communication network, overlapping authority amongst others" (Isabu, 2017). In conflict, people often talk with a competitive tone, trying to win the argument. When there is a conflict between two parties, it is usually accompanied by a misunderstanding. When both sides do not understand each other's intentions, they will not listen to each other's points of view. In order to resolve the conflict, all parties need to reduce this competitive mindset, not try to convince each other, and reduce preconceived judgments. All parties should understand each other's intentions and needs first. Understanding the conflict intentions of others can also strengthen trust and empathy with each other. When each party understands the other party's intentions, they can better understand their views, opinions, and ideas. Doing this can also analyze the conflict event and help them clarify the main issues, and at the same time, both parties will feel valued and understood.

When using collaboration to resolve conflict, students can accept the diversity of things when listening to the opinions or suggestions from others. Each one has their ideas, and each one has their perspective, and through other people's opinions, people can see the conflict from another perspective, which also brings some help to resolve the conflict. Accepting differences and uniqueness helps eliminate negative stereotypes and personal biases about different groups. In addition, diversity helps students recognize and respect the cultural background of others is a tool to solve the conflict. Students who learn to accept diversity in their future studies and lives will also have more options for solving problems.

4. Learn to Collaborative and Problems Solving

Collaborative conflict resolution assists students in learning problem-solving. The collaboration focuses on coming up with the most collaborative conflict resolution, which means each person can discuss their issues and make sure everyone has an equal right to speak up. It also means listening carefully, exploring alternative solutions, and maintaining a non-threatening environment so everyone can feel confident expressing their concerns openly. The solution takes everyone's feedback into account, and usually, everyone is satisfied with the results. In Kurubanjerdjit, N. and Nupap, S.'s research and experiment. The result shows that collaborative working allows students to improve their analytical, problem-solving, and teamwork skills based on a specific learning approach (Kurubanjerdjit, 2021).

Collaborative conflict resolution allows students to learn problem-solving skills. By communicating and expressing

their ideas and taking advice from others equally, students need to learn and develop their solutions strategy. It is essential to develop students' collaborative problem-solving skills. Current workplace circumstance needs people who can solve unconventional problems and collaborate with others to solve them by sharing ideas and making efforts. Collaborative problem solving is an essential 21st-century skill for students because it has several advantages to independent problem-solving. For example, various perspectives and experiences can be applied to find solutions, and team members can support and motivate each other, which increases the creativity and quality of solutions. However, collaboration can also quickly lead to communication problems, interpersonal conflicts, and inefficiencies if not managed well. Therefore, students need to learn their communication knowledge skills to succeed in collaborative problem-solving in the future.

5. Develop Interpersonal Skills

Conflict can elicit strong emotions, resulting in emotional pain, disappointment, and discomfort. If handled in an unhealthy way, it can lead to irreparable rifts and resentment. Whether students are experiencing conflict at home, work or school, learning collaborative conflict resolution can healthily help students resolve disagreements and build stronger, more rewarding relationships. Moreover, collaborative conflict resolution training can develop students' interpersonal skills through conflict events. *Assessing 21st Century Skills: Summary of a Workshop (2010)* states that improving interpersonal skills allows the student to communicate effectively with people from different cultures, use a variety of different techniques, collaborate with others, adapt to rapidly changing environments and conditions to perform tasks, manage student work effectively, and acquire new skills and information on students own. When students learn and become proficient in other conflict resolution skills, they can enhance interpersonal relationships by understanding, respecting and valuing others and using communication skills to talk and listen to others. If students talk to each other and discuss their needs, it allows the people to open up and communicate freely without any boundaries, allowing the other person to explore their ideas better.

6. Conclusion

There are lots of benefits to collaborative conflict resolution, especially to students. In schools, conflict resolution helps all the parties feel valued and understood and allows students to learn effective communication and listening skills. Conflict resolution allows students to learn to cooperate, enhances cooperative behaviour, and encourages the acceptance of diversity and the development of problem-solving skills. Learning to collaborate on conflict resolution allows students to have critical and creative thinking skills. Collaborative conflict resolution also encourages exchanging ideas to produce thoughtful results, encourages team members to think outside their ideas, and develops a more profound understanding. Learning to resolve conflict solves problems, achieves goals, and strengthens interpersonal relationships. "In research, indicate the right approach to conflict training enables students to learn, use, and develop more positive attitudes toward conflict resolution and enhances academic achievement" (Stevahn, 2004). Therefore, a cooperative conflict resolution training program can help students improve their grades and help them learn more skills to get along with others in life.

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