

Day 3 Summary

Conflict Resolution and Mediation

Day 3 centers on the vital role of conflict resolution and mediation in fostering collaboration and positive relationships within educational settings. The lesson begins with an exploration of conflict in education, highlighting the natural occurrence of disputes and how addressing them constructively can promote growth and innovation. You will learn the key principles of conflict resolution, focusing on dialogue and problem-solving, and discover how mediation can offer a structured, neutral approach to resolving disputes by promoting fairness and understanding.

To deepen your understanding, you'll watch the video "**Understanding Mediation - A Guide to Conflict Resolution**" (12 minutes). The video provides a clear overview of how mediation works, with real-world examples that illustrate the stages of the process and the role of a mediator. As you watch, consider how the principles of mediation apply to conflicts you've experienced in educational settings.

Following the video, you will engage in a hands-on **Mediation Role-Play with ChatGPT (or other AI tools such as Claude)**. In this activity, you will act as a mediator in a simulated conflict scenario where ChatGPT plays the roles of the conflicting parties. You will apply mediation techniques like active listening, neutral facilitation, and guiding the conversation toward resolution.

After the role-play, you'll reflect on your experience in the **Day 3 Discussion Forum**, sharing insights on how mediation techniques helped you manage the conflict and discussing how AI influenced the process. Engage with your peers by offering feedback and discussing the practical application of these strategies in real-life educational conflicts.

Day 3's activities are designed to provide both theoretical understanding and practical experience in conflict resolution, empowering you with tools to navigate disputes constructively in academic and professional settings.