Bridge4Mothers
PSL Programme — Personal, Social and Learning-to-Learn Competencies

MODULE 6 — Collaboration & Conflict Resolution

BRIDGE 4 MOTHERS

Co-funded by the European Union

Topics Covered

Collaboration supports respectful participation, shared problem-solving and stronger relationships.

1. **Collaboration**
   Understanding shared goals and responsibilities
2. **Teamwork**
   Cooperating and contributing fairly
3. **Participation**
   Respecting roles, voices and boundaries
4. **Communication**
   Sharing ideas clearly and kindly
5. **Conflict**
   Recognising disagreements and misunderstandings
6. **Emotions**
   Managing reactions during tension
7. **Resolution**
   Finding respectful solutions together
8. **Relationships**
   Building trust and inclusion

This module helps learners communicate respectfully, manage disagreements and strengthen cooperation in daily life, work and learning.

Introduction to Collaboration

Collaboration means working with others towards a shared goal while respecting different roles, ideas and needs.

- Collaboration is based on trust, shared responsibility and open communication.
- It helps people combine strengths, experiences and perspectives.
- Good collaboration does not mean everyone always agrees; it means disagreements are handled constructively.
- Supportive teamwork creates safer, more inclusive learning and working environments.

Share • Listen • Build

Why Teamwork Matters

Teamwork helps people achieve more together than they could alone.

Teamwork can support

1. **Shared learning**
2. **Better ideas**
3. **Stronger motivation**
4. **Practical support**

Effective teamwork includes

Clear roles

Everyone understands what they can contribute.

Shared responsibility

Tasks are divided fairly and realistically.

Trust

People feel safe to ask, explain and contribute.

Encouragement

Team members recognise effort and progress.

Teamwork works best when everyone feels respected and included.

Respectful Participation & Cooperation

Respectful participation means being present, contributing appropriately and making space for others to participate too.

Respectful participation

1. **Arrive prepared**
2. **Listen without interrupting**
3. **Share ideas clearly**
4. **Respect time and boundaries**

Cooperation habits

Ask before assuming

Clarify expectations and needs early.

Offer help

Support others when they are overloaded.

Accept feedback

Use feedback to improve rather than defend.

Celebrate progress

Notice team effort, not only final results.

Cooperation grows through small respectful actions repeated over time.

Communication in Collaborative Environments

Collaboration depends on communication that is clear, kind, honest and inclusive.

Positive communication

1. **Use simple language**
2. **Listen actively**
3. **Check understanding**
4. **Stay respectful online and offline**

Helpful phrases

“Can you explain what you mean?”

Invites clarity without blame.

“I understand your point.”

Shows respect before adding another view.

“What solution could work for everyone?”

Moves the conversation forward.

“Let’s take a moment.”

Creates space when emotions rise.

Clear communication prevents many misunderstandings before they grow.

Understanding Conflict & Misunderstandings

Conflict is a normal part of relationships and teamwork. It can become constructive when managed respectfully.

Common causes

1. **Different expectations**
2. **Unclear roles**
3. **Stress or pressure**
4. **Cultural or personal differences**

Positive responses

Clarify

Ask what happened and what each person needs.

Separate person from problem

Focus on the situation, not blame.

Look for facts

Check assumptions before reacting.

Agree next steps

Create a realistic plan together.

Understanding the cause makes it easier to find a respectful solution.

Emotional Reactions During Conflict

During conflict, emotions can influence how we listen, speak and interpret other people’s intentions.

Possible reactions

1. **Feeling defensive**
2. **Raising your voice**
3. **Withdrawing or avoiding**
4. **Assuming negative intentions**

Self-regulation tools

Pause

Take a breath before responding.

Name the emotion

Recognise anger, worry, embarrassment or hurt.

Use “I” statements

Explain your experience without accusing.

Return to the goal

Focus on solving the issue together.

Calm does not mean ignoring the problem; it means responding with intention.

Positive Conflict Resolution Strategies

Conflict resolution is the process of addressing disagreements fairly and finding a solution that protects respect and relationships.

Step-by-step approach

1. **Listen**
2. **Understand needs**
3. **Explore options**
4. **Agree and review**

Resolution questions

What happened?

Describe the situation without blame.

What does each person need?

Identify practical and emotional needs.

What options do we have?

Look for solutions that are realistic.

How will we move forward?

Agree actions, responsibilities and timing.

The goal is not to win the disagreement, but to solve the issue respectfully.

Collaboration & Inclusion in Everyday Life

Collaboration and conflict resolution skills can be used at home, in learning, at work and in community life.

These skills help people build supportive relationships, solve problems together and create environments where everyone can contribute.

1. What collaboration habit can I practise this week?
2. How can I respond calmly when I disagree?
3. Who can I support or include more actively?

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