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Emotional Workshop:

Promotion of socio-emotional skills
through AI, in relation
to conflict management



Goals:

- **Participants will learn about different approaches to conflict management and how socio-emotional skills can be promoted through the use of AI**
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Key Components:

- Different approaches to conflict management
- Record advantages and disadvantages
- Learning the connection between AI and conflict management
- Socio-emotional skills



Duration:

45 minutes

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Workshop overview

Welcome to the workshop "AI in the context of conflict management and socio-emotional learning"

Over the next 45 minutes, we will get to know different types of conflict management together and find out what the advantages and disadvantages of each are. This workshop is designed to help you understand how you could best approach conflicts in the future and whether AI can be of assistance in this. You will learn how to improve your socio-emotional skills, use them in a targeted manner and resolve conflicts in a goal-oriented way.

- ♦ **Introduction (10 minutes):** At the beginning of this workshop, it is important to check the participants' level of knowledge on this topic. You can then go into general types of conflict management and emphasize that AI can also be one of them.
- ♦ **Pair exercise (15 minutes):** Share your experiences of conflict management with each other. Discuss whether a third person helped you and what your approach was
- ♦ **Instructions: (5 minutes):** The participants are shown a video in which a conflict with AI is clarified. The next exercise builds on this.
- ♦ **Exercise on conflict management with AI (20 minutes):** After watching the video, the participants should think together about what the advantages and disadvantages are if the person "settling" the dispute is an AI. They should then try to resolve a dispute with an AI. They should then try to resolve a dispute with an AI together and work on the list created above.
- ♦ **Joint reflection (10 minutes):** The participants should share their experience of resolving a dispute with an AI. Furthermore, they should discuss whether the use of AI in conflict management will play a further role in their lives and whether it could improve their socio-emotional skills.

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- ◆ **Conclusion (5 minutes):** Finally, it should be pointed out that everyone has their own way of dealing with conflicts and that there is no right or wrong here. The inclusion of AI is merely intended to show a new perspective and can help some people.

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Introduction

Conflicts are a natural part of our everyday lives, both at home and at school. Every conflict is different and brings with it different dynamics. The longer a conflict remains unresolved, the worse the consequences can be. Conflict management is therefore an important aspect that can help everyone. It includes any measures to resolve or avoid conflicts. It is also important to recognize that conflicts often move from a factual level to a highly emotional level. There are various approaches to conflict management in order to avoid these events. For example, the Austrian social scientist Gerhard Schwarz distinguishes between six different approaches on how best to deal with conflicts (see Schwarz 1997). One of these approaches is delegation to a third party. Here it is important that the third party is uninvolved and cannot take advantage of the conflict (cf. Schwarz 1997). It should also act objectively and not bring its own emotions to bear.

The third party does not always have to be a person, but can also be replaced by an AI. The parties to the conflict must make their position clear and the AI acts as a mediator. The advantage here is that the AI cannot take sides and guarantees the neutrality of decisions (cf. Steffek 2023). In addition, the use of an AI can increase the efficiency of conflict resolution and give the parties involved a clear line to follow. However, there are also challenges when it comes to using AI for conflict resolution. For example, the accuracy and reliability of the statements cannot always be guaranteed. Distortions in the data used to train the AI can lead to inaccurate or unfair decisions (see Steffek 2023). Data protection also plays a major role, as the parties involved disclose sensitive data about themselves. Furthermore, one should ask oneself whether it is ethically justifiable to have a personal conflict resolved by an AI. Solving a dispute with an AI has opportunities but also challenges. The technology is constantly evolving and is only just beginning at this point.

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Pair exercise

Pair exercise (15 minutes)

Exercise instructions (5 minutes):

- Talk to a partner about your experiences with conflict management.
- Answer the questions listed below and use them as a guide

Question:

Not every question has to be answered individually. They should only serve as an aid for the exercise:

1. When did you come into contact with conflict management?
2. How did conflict management help in your dispute?
3. Was a third person involved in resolving the dispute?
4. Which type of conflict management do you prefer?

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Exercise on conflict management with AI (20 minutes)

Exercise instructions (5 minutes):

- Watch the video on resolving conflicts with AI
- Think together about what the advantages and disadvantages are if the person “settling” the dispute is an AI Try to resolve a dispute with an AI together
- Reflect on how you fared and, if necessary, edit the list above

The elaboration of advantages and disadvantages is based solely on your personal feelings and your experience with conflict management

- Resolving a dispute with an AI does not have to be a real event. You decide for yourself how you want to approach the process and what you want to share with the AI and what not. At the beginning, however, it is important that you briefly explain what the content of the conflict is, what your goals are and your different perspectives
- At the end, please reflect together on how you felt during this exercise. Please think about how you would have felt if you had interacted with a real person instead of an AI and compare these different perceptions

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Socio-Emotional Reflexion:

- How did it feel to resolve a dispute with an AI?
- Were you able to resolve the dispute at all and were the answers helpful?
- What aspects did you find better about communicating with an AI instead of a real person?
- Can you imagine using this method in the future to resolve a dispute?

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Joint reflection (10 minutes)



At the end of the exercises, all participants come together and reflect on the exercises. Compare your answers.

The following questions are provided to help you:

- How did you fare in these exercises?
- Was it possible to resolve the dispute or were there still unresolved issues?
- How does resolving a dispute with an AI differ from a real person? What are the advantages and disadvantages of this?
- What kind of conflict management would you prefer for yourself in the future?

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Conclusion (5 minutes)

- Briefly summarize the workshop again and discuss what the participants should have learned
- If you wish, you can do a short evaluation of whether the exercises and this workshop helped the participants
- Point out other techniques that can help with conflict management or where you can find out more about them



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Instructions for teachers

Goals: Participants should be given the opportunity to get to know the potential of conflict resolution through AI in greater depth and to evaluate the positive effects on socio-emotional skills
Positive effects of resolving a conflict through AI on socio-emotional skills:

- Support with conflict management
- Strengthening communication skills
- Development of problem-solving skills
- Improving self-reflection

Duration: 45 minutes

Materials:

- Handout of the workshop with exercises
- Pens and paper
- Tablets or computers

Workshop step by step

1 Step: Introduction (10 minutes):

Explain to the students what the aims of the workshop are and go into the general procedure. In addition, start with a short knowledge survey on the current status of the workshop topic. Build on this and give the students some information about conflict management and AI.

Strategies for the workshop:

- Create a safe space where students feel comfortable
- Emphasize that everyone prefers an individual technique for conflict management and that this is not about right and wrong
- Have a clear structure and be there to support the students
- The students should work in small groups so that everyone can have their say



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2. Step: Pair activity (15 minutes):

Address any challenges that may arise during this exercise:

- Students refuse to cooperate
- Students need more time than was planned
- Students have never had a conversation with a mediator before
- Students feel uncomfortable talking about personal conflicts with others

Solutions:

- Integrate different pedagogical methods: group puzzle, think-pair-share, role play, debate, placement, ball bearing
- Keep the introduction and work instructions as brief as possible
- Participants can also talk about a situation in which parents, friends or another third person acted as a mediator
- If students feel uncomfortable, emphasize that the conflict does not have to be real, but can also be invented



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3.Step: Pair activity (20 minutes):

- Play the interpreted video to the students. If they do not understand the context, repeat the playback and be available to answer questions
- After the video has been played, the students should create the list explained in the assignment
- If problems arise as mentioned above, try to integrate various cooperative learning methods

Address any challenges that may arise in the further course of the project:

- Participants have difficulties with the procedure for resolving a dispute with an AI
- Participants do not complete the task and are distracted by other things on the tablet
- Participants do not know how to deal with the AI's answers

Solution:

- Pause the integrated video at the point where it becomes clear how to proceed with this exercise. As further assistance, give the participants the exercise sheet with the listed assistance.
- If the participants use the medium for something else, try to draw their attention to this. If this does not help in the further course, the students should use the knowledge from the video to create their own scenario and think about how an AI could respond to it. The tablet should be confiscated by the teacher for this purpose
- If participants do not know how to deal with the answers or how to interpret them, the groups can help each other. You can also give the AI various instructions that could help them with the interpretation:
 - Rephrase the sentence so that it is easier to understand
 - Please go into the last point in more detail and explain it in more detail



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4. Step: Joint reflection (10 minutes):

At the end of the exercise, all participants should come together again and reflect on the exercises and results. Before you begin, emphasize a few aspects once again:

- The participants do not have to share anything they do not want to. This applies in particular to the conflicts they have discussed together
- The results of the last exercises can be different for everyone and there is no standard solution. The workshop should serve as a suggestion and not as the only way to solve conflicts in the future

You can ask the participants the following questions to help them::

- How did you get on with these exercises?
- Was it possible to resolve the dispute or were there still unresolved issues?
- How does resolving a dispute with an AI differ from a real person? What are the advantages and disadvantages?
- What kind of conflict management would you prefer for yourself in the future and why?

5. Step: Conclusion (5 minutes):

Summarize the most important points and what the participants should take away from this workshop. Emphasize that there are other strategies for resolving conflicts and that this is a personal preference. You can also point out strategies on how to avoid conflicts in the future.



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Exercises to do at home:

Point out to the participants that they can deal with the topic of conflict management in their free time. It can help them to learn more about themselves and how they can best deal with conflict. Here are a few more examples that they can try out to find out what helps them best with conflict or conflict avoidance:

- Meditation and mindfulness exercises
- Breathing exercises
- Prepare conversations
- Active listening
- Pay attention to the right timing and the right place
- Pay attention to extreme emotional outbursts and how they influence your perception of the situation
- Remain respectful, friendly and open to new perspectives
- Make compromises

Tips for teachers:

- Create a safe space: make sure that the participants feel comfortable to talk about their conflicts and treat each other with respect
- Clear structure: Make sure that the exercises have a clear structure and do not digress.
- Pair exercises: Participants should feel comfortable in their groups and everyone should have their say
- Reflect together: Help the participants to reflect on the exercises so that they can learn as much as possible about themselves and how they deal with conflicts.

TOOLS



Mindfulness Exercise



The goal of the video is to provide a quick mindfulness exercise designed to help individuals regain focus and enhance concentration, making it particularly useful for studying or team settings. Narrated by Headspace teacher Kessonga Giscombe, this meditation aims to guide viewers back to their tasks without succumbing to distractions.

[LINK](#)

Other pedagogical approaches to pair activity:

Cooperative learning methods like:

- think-pair-share
- discussion circles
- peer teaching
- role-playing
- feedback sessions
- digital storytelling
- debates and discussions
- structured reflection



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