



# Hope for Kids

Conflict Resolution  
for Camp Counselors

## FACILITATOR'S GUIDE



HOW TO BECOME A CAMP SUPERHERO!





# Introduction

This 90-minute training is designed for use with camp counselors in a camp setting. It is expected to be delivered in-person to new camp counselors who have recently completed the Camp Counselor eLearning Course.

This training will focus on enhancing their conflict resolution skills through interactive activities and practical application. The ultimate goal is to equip counselors with the ability to effectively manage conflicts and ensure a safe, supportive environment for all campers.

By the end of this training, learners should be able to:

1. Stay calm and composed during conflict situations.
2. Assess the severity of conflicts to ensure camper safety.
3. Respond appropriately to conflicts using effective communication and conflict resolution techniques.
4. Apply these skills in real-world camp settings through role-playing scenarios and group activities.

## Course Objectives:

- Gain effective conflict resolution skills
- Learn how to stay calm, assess safety, and respond appropriately during conflicts
- Foster a supportive and positive camp environment

## Needed Materials:

Presentation slides, participation guides, timer, projector/speakers, Internet, student devices, whiteboard/flip chart and markers (optional)

## Time Breakdown:

- |   |            |
|---|------------|
| 1. Welcome and Introduction                             | 5 minutes  |
| 2. Ice-Breaker Activity                                 | 10 minutes |
| 3. Lecture with Learner Interaction                     | 15 minutes |
| 4. Demonstration: Scenario Video                        | 15 minutes |
| 5. Application: Small Group Role-Play and Brainstorming | 15 minutes |
| 6. Integration: Real-World Application                  | 10 minutes |
| 7. Game: Conflict Resolution Quiz                       | 10 minutes |
| 8. Closing and Q&A                                      | 10 minutes |

# Course Contents

## 1 Facilitator Guide

Use this as a reference as you move through the presentation slides.

TIP: Don't read directly from this guide. Instead, use your own words and make eye contact with the learners. Be sure to engage them with questions and invite discussion to enhance their learning experience.

## 2 Slide Presentation

Connect your computer or laptop to an overhead projector so all the participants can see clearly as you advance through each slide. Ensure that your slides are visible and readable from all parts of the room. Test your equipment beforehand to avoid any technical difficulties.

## 3 Participants Guide

Distribute this to each learner at the beginning of the session so they can follow along and complete each assignment as presented.

Encourage learners to take notes and jot down any questions they may have. Learners will keep this guide for future reference and it will serve as a useful tool for their ongoing development.

A decorative graphic on the left side of the cover, consisting of two parallel, wavy vertical lines. The outer line is orange and the inner line is white, creating a stylized, organic shape that runs from the top to the bottom of the page.

# Facilitator Guide

CREATED BY JIM NEESSEN

# Presentation Notes

SLIDES	SCRIPT (in green) & NOTES (in brown)
#1	Show title slide as learners enter the room.
#2	<p><b>INTRODUCTION:</b> (10 –minutes)</p> <p>"Welcome everyone to our training session on Conflict Resolution for Camp Counselors. My name is [Facilitator's Name], and I have been working at Hope for Kids for [X] years."</p> <p>"Today, we will be focusing on how to handle conflicts effectively to create a positive and safe environment for all our campers."</p> <p>Briefly explain the importance of conflict resolution in a camp setting: "Conflict is a natural part of life, and as camp counselors, it's crucial that we know how to manage it effectively. By learning these skills, we can ensure a positive and supportive environment for our campers."</p> <p>Outline the three main goals: "Our goals for today's session are to equip you with effective conflict resolution skills, teach you how to stay calm and assess safety during conflicts, and help you foster a supportive and positive camp environment."</p>
#3	<p><b><u>Agenda Overview:</u></b></p> <p>Walkthrough the agenda: "Here's what we will cover today: an ice-breaker activity, a brief lecture with interactive note-taking, a demonstration video, small group role-plays, a real-world application discussion, a fun quiz, and a closing Q&amp;A session."</p> <p>Provide an outline of the session:</p> <ul style="list-style-type: none"><li>• Ice-Breaker Activity</li><li>• Lecture with Learner Interaction</li><li>• Scenario Video</li><li>• Small Group Role-Play and Brainstorming</li><li>• Real-World Application Discussion</li><li>• Conflict Resolution Quiz</li><li>• Closing and Q&amp;A</li></ul> <p>"Finally, there's a lot of room in your Participant's Guide for notes and reflections. Please feel free to write down as much or as little as you want in these spaces."</p>
#4	<p>Recite the following inspirational quote about conflict resolution to set a positive tone for the session.</p> <p><i>"Peace is not the absence of conflict, but the ability to handle conflict by peaceful means."</i> — Ronald Reagan</p>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
#5	<p><b>ICE-BREAKER ACTIVITY: Prior Knowledge &amp; Experience:</b> (10 –minutes)</p> <p><b>Objective:</b> Engage participants and activate their prior knowledge about conflict resolution.</p> <p><b>Steps:</b></p> <p>1. Introduction (1 –minute)</p> <p>"We're going to start with an ice-breaker activity to get everyone thinking about conflict resolution. This will help us connect personal experiences to the concepts we'll cover today."</p> <p>2. Think-Pair-Share (4 –minutes)</p> <p>"First, take a minute to think about a time when you successfully resolved a conflict. Reflect on what strategies you used and what the outcome was."</p> <p>"Next, pair up with the person next to you and share your experiences. Discuss the strategies you used and the outcomes."</p> <p>"You have 4 minutes for this part."</p> <p>3. Group Sharing (5 –minutes)</p> <p>"Now, let's hear from a few pairs. What strategies did you find effective? What were the outcomes of your conflict resolutions?"</p> <p>"Feel free to take notes in your participation guides."</p> <p><b>Tips:</b></p> <p>Encourage sharing by being enthusiastic and showing interest in their experiences.</p> <p>Make sure every pair has a chance to share if time allows.</p> <p>Use a timer to keep the activity on track.</p>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
#6	<p><b>BRIEF LECTURE AND INTRODUCTION TO CONFLICT RESOLUTION</b> (15 -minutes)</p> <p><u><b>Objective:</b></u> Introduce participants to the basics of conflict resolution, emphasizing its importance and the steps involved.</p> <p><u><b>Steps:</b></u></p> <ol style="list-style-type: none"><li>1. Introduction (2 -minutes)</li></ol> <p>"We'll now delve into the basics of conflict resolution, an essential skill for every camp counselor. Understanding how to manage conflicts effectively ensures a safe and supportive environment for campers."</p> <ol style="list-style-type: none"><li>2. Definition and Importance (3 -minutes)</li></ol> <ul style="list-style-type: none"><li>• "Conflict resolution is the process of resolving a dispute or a conflict by meeting at least some of each side's needs and addressing their interests."</li><li>• "In a camp setting, conflict resolution is crucial as it helps maintain harmony, ensures safety, and promotes a positive camp experience for all."</li></ul>
#7	<ol style="list-style-type: none"><li>3. Key Concepts (5 -minutes)</li></ol> <p>"Types of Conflict: Conflicts can be interpersonal, group-related, or situational. Recognizing the type of conflict helps in choosing the right approach."</p> <p>"Steps to Effective Conflict Resolution:"</p> <ol style="list-style-type: none"><li>1. Stay Calm</li><li>2. Assess for Safety</li><li>3. Respond Appropriately</li></ol> <p>"Each of these steps is vital and we'll explore them in more detail through our activities."</p>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
#8	<p><b>BRIEF LECTURE AND INTRODUCTION TO CONFLICT RESOLUTION</b> (cont'd)</p> <p>4. Engagement and Interaction (5 -minutes)</p> <p>"Let's discuss briefly: What types of conflicts have you encountered in your past experiences? How did you handle them?"</p> <p>"Feel free to share your thoughts and write down key points in your participation guides."</p> <p>"Remember, 'Peace is not merely a distant goal that we seek, but a means by which we arrive at that goal.' – Martin Luther King, Jr."</p> <p>Tips:</p> <p>Use real-life examples to illustrate key points.</p> <ul style="list-style-type: none"><li>• Encourage participation by asking open-ended questions.</li><li>• Keep the lecture interactive by involving participants in discussions.</li></ul>
#9	<p><b>DEMONSTRATION: HANDLING CONFLICT RESOLUTION</b> (15 -minutes)</p> <p><b><u>Objective:</u></b> Show an effective conflict resolution scenario to illustrate the 3-step process.</p> <p><b><u>Steps:</u></b></p> <p>1. Introduction (2 -minutes)</p> <p>Briefly introduce the scenario video.</p> <p>Explain what learners should focus on while watching: how the counselor stays calm, assesses the situation for safety, and responds appropriately.</p> <p>2. Video Playback (1 -minute)</p> <p>Play the video that is embedded on the slide</p>



# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
#10	<p><b>DEMONSTRATION: HANDLING CONFLICT RESOLUTION (cont'd)</b> (15 –minutes)</p> <p>3. Guided Discussion (10 –minutes)</p> <p>Ask the following discussion questions:</p> <p>“How did the counselor demonstrate staying calm in this scenario?”</p> <p>“What actions did the counselor take to assess the safety of the situation?”</p> <p>“How did the counselor respond to the conflict appropriately?”</p> <p>Facilitate a group discussion, encouraging learners to share their observations and insights.</p> <p>4. Wrap-Up (2 –minutes)</p> <p>Summarize key points from the discussion.</p> <p>Reinforce the importance of the 3-step process in managing conflicts.</p>
#11	<p><b>APPLICATION: ROLE-PLAYING CONFLICT RESOLUTION</b> (15 –minutes)</p> <p><u><b>Objective:</b></u> Allow learners to practice conflict resolution skills through role-playing.</p> <p><u><b>Steps:</b></u></p> <p>1. Introduction (2 –minutes)</p> <ul style="list-style-type: none"><li>• Explain the importance of practicing conflict resolution through role-playing.</li><li>• Display the instructions and scenarios on the slide.</li></ul> <p>2. Role-Playing Activity (8 –minutes)</p> <ul style="list-style-type: none"><li>• Divide learners into 3 groups and assign each group a number (1, 2, or 3).</li><li>• Assign roles within each group: one counselor, two campers, and the rest as observers.</li></ul>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
<b>#11 (cont'd)</b>	<p><b>APPLICATION: ROLE-PLAYING CONFLICT RESOLUTION (cont'd)</b> (15 –minutes)</p> <ul style="list-style-type: none"><li>• Each group will enact their assigned scenario focusing on staying calm, assessing the situation, and responding appropriately.</li><li>• Monitor the groups, providing guidance and support as needed.</li></ul> <p>3. Group Discussion (4 –minutes)</p> <ul style="list-style-type: none"><li>• Bring the groups back together and facilitate a discussion on their experiences.</li><li>• Ask the following questions:<ol style="list-style-type: none"><li>1. “What challenges did you face while playing the counselor role?”</li><li>2. “How did the counselor in your group stay calm, assess safety, and respond appropriately?”</li><li>3. “What did you learn from observing or participating in the role-play?”</li></ol></li></ul> <p>4. Wrap-Up (1 –minute)</p> <ul style="list-style-type: none"><li>• Summarize key takeaways from the role-playing activity.</li><li>• Reinforce the importance of applying the 3-step process in real-life scenarios.</li></ul>
<b>#12</b>	<p><b>INTEGRATION: APPLYING SKILLS TO REAL-WORLD SETTINGS</b> (10 –minutes)</p> <p><b><u>Objective:</u></b> Encourage learners to integrate conflict resolution skills into their real-world camp counseling roles.</p> <p><b><u>Steps:</u></b></p> <p>1. Introduction (2 –minutes)</p> <ul style="list-style-type: none"><li>• Explain the importance of integrating learned skills into real-world scenarios.</li></ul>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
<b>#12</b> <b>(cont'd)</b>	<p><b>INTEGRATION: APPLYING SKILLS TO REAL-WORLD SETTINGS</b> (10 –minutes)</p> <ul style="list-style-type: none"><li>• Display the instructions and discussion prompts on the slide.</li></ul> <p>2. Group Discussion (4 –minutes)</p> <ul style="list-style-type: none"><li>• Have learners return to their role-playing groups.</li><li>• Instruct each group to reflect on the role-playing activity and discuss how they can apply the 3-step process in real-world camp settings.</li><li>• Use the discussion prompts to guide their conversations.</li><li>• Encourage groups to be specific and practical in their action plans.</li></ul> <p>3. Group Presentations (3 –minutes)</p> <ul style="list-style-type: none"><li>• Each group briefly presents their ideas and action plans to the entire group (only one minute per group)</li></ul> <p>4. Wrap-Up (1 –minute)</p> <ul style="list-style-type: none"><li>• Summarize the main ideas from the group presentations.</li><li>• Reinforce the importance of applying the 3-step process to ensure effective conflict resolution and a safe camp environment.</li></ul>
<b>#13</b>	<p><b>GAME: CONFLICT RESOLUTION QUIZ (using Kahoot)</b> (10 –minutes)</p> <p><b><u>Objective:</u></b> Engage learners in a fun and interactive quiz to reinforce their understanding of conflict resolution concepts.</p> <p><b><u>Steps:</u></b></p> <p>1. Introduction (1 –minute)</p> <p>"Let's test your knowledge with a fun Kahoot quiz on conflict resolution!"</p>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
<b>#13</b> <b>(cont'd)</b>	<p><b>GAME: CONFLICT RESOLUTION QUIZ (using Kahoot)</b> (10 –minutes)</p> <ul style="list-style-type: none"><li>• Introduce the Kahoot quiz and explain how it works.</li><li>• Display the Kahoot game PIN on the screen and guide participants on how to join.</li></ul> <p>"Please use your smartphones or tablets to join the Kahoot quiz. Go to <a href="http://www.kahoot.it">www.kahoot.it</a> and enter the game PIN displayed on the screen."</p> <p>"Answer each question to the best of your ability. The faster you answer, the more points you earn!"</p> <p>"Let's begin the quiz and see how much you've learned!"</p> <p>2. Conducting the Quiz (8 –minutes)</p> <ul style="list-style-type: none"><li>• Start the Kahoot quiz and read each question aloud.</li><li>• Encourage participants to answer quickly for maximum points.</li><li>• Display the leaderboard after each question to keep the energy high.</li></ul> <p><b><u>SUGGESTED KAHOOT QUESTIONS:</u></b></p> <p><b>Question #1:</b> What is the main goal of the camp's conflict resolution policy? <b>Choices:</b></p> <ul style="list-style-type: none"><li>A.) To maintain order and discipline</li><li>B.) To ensure campers feel safe and respected</li><li>C.) To punish campers who misbehave</li><li>D.) To avoid any form of conflict at camp</li></ul> <p><b>Correct Answer:</b> B. To ensure campers feel safe and respected <b>Rationale:</b> The primary aim is to create a safe and respectful environment for all campers.</p> <p><b>Question #2:</b> Which of the following is a key component of the camp's mission? <b>Choices:</b></p> <ul style="list-style-type: none"><li>A.) Encouraging healthy competition among campers</li><li>B.) Prioritizing the safety and well-being of campers and staff</li><li>C.) Maximizing the number of fun activities each day</li><li>D.) Minimizing the number of counselors involved in campers' disputes</li></ul> <p><b>Correct Answer:</b> B. Prioritizing the safety and well-being of campers and staff <b>Rationale:</b> The camp's mission emphasizes the importance of safety and well-being for everyone involved.</p>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
<b>#13 (cont'd)</b>	<p><b>GAME: CONFLICT RESOLUTION QUIZ (using Kahoot)</b> (10 – minutes)</p> <p><b>Question #3:</b> What should a counselor do if a conflict arises and they are unsure how to handle it?</p> <p><b>Choices:</b></p> <ul style="list-style-type: none"><li>A.) Call the camp director to handle the situation</li><li>B.) Call another counselor to take over</li><li>C.) Get a camper to go for help</li><li>D.) Stay calm, assess the situation, and seek a Director if necessary</li></ul> <p><b>Correct Answer:</b> D. Stay calm, assess the situation, and seek a Director if necessary</p> <p><b>Rationale:</b> Counselors should remain calm, evaluate the situation, and seek help if they are unsure how to proceed.</p> <p>2. Wrap-Up (1 – minute)</p> <ul style="list-style-type: none"><li>• Announce the top scorers and congratulate everyone for their participation.</li><li>• Reinforce key points from the quiz questions.</li></ul>
<b>#14</b>	<p><b>CLOSING AND Q&amp;A</b> (10 – minutes)</p> <p><b><u>Objective:</u></b> Provide a summary of the training, address any remaining questions, and offer final thoughts to reinforce the learning objectives.</p> <p><b><u>Steps:</u></b></p> <p>1. Thank You and Recap (3 – minutes)</p> <ul style="list-style-type: none"><li>• Thank participants for their active involvement and attention.</li></ul> <p>"Thank you for participating in today's training session!"</p> <ul style="list-style-type: none"><li>• Recap the key points from the session, emphasizing the main learning objectives.</li></ul> <p>"Let's recap the key points we covered today:"</p> <ol style="list-style-type: none"><li>1. Importance of conflict resolution in camp settings</li></ol>

# Presentation Notes (cont'd)

SLIDES	SCRIPT (in green) & NOTES (in brown)
#14 (cont'd)	<p><b>CLOSING AND Q&amp;A</b> (10 –minutes)</p> <ol style="list-style-type: none"><li>2. Three steps: Stay Calm, Assess for Safety, Respond Appropriately</li><li>3. Role-playing scenarios and practical applications</li></ol> <p>2. Open Floor for Questions (5 – minutes)</p> <ul style="list-style-type: none"><li>• Encourage participants to seek clarification on any topics.</li><li>• Address each question thoughtfully and provide clear, concise answers.</li></ul> <p>"Do you have any questions or need further clarification on any topics covered?"</p> <p>3. Final Thoughts (2 – minutes)</p> <ul style="list-style-type: none"><li>• Share final thoughts on the importance of conflict resolution.</li><li>• Encourage participants to continue practicing and applying the skills learned.</li><li>• Remind them of the resources available for further support and learning. (<i>i.e., camp counselor manual</i>)</li></ul> <p>"Thank you for participating in today's training session!"</p> <p>"Remember, effective conflict resolution helps create a safe and supportive camp environment for everyone."</p> <p>"Keep practicing these skills to be prepared for real-world situations."</p> <p>"And remember: "The ultimate measure of a person is not where they stand in moments of comfort and convenience, but where they stand at times of challenge and controversy."</p> <p>— Martin Luther King, Jr."</p>