

SKILL – CONFLICT SOLVING



1) DESCRIPTION OF THE TOOL

The technique of Edward De Bono, of the hats to think, facilitates the use of different styles of thought that we use to solve problems. This methodology tries to identify different ways of thinking with colored hats.

Time: 60 minutes

2) OBJECTIVES OF THE TOOL

Changing hats, it facilitates

- the change of attitude
- different points of view
- proactive attitude
- assertive communication
- open mind

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool is helping us to put into the practice all the concepts that we described in the “Conflict solving” pill

4) RESOURCE MATERIALS

- coloured cardstock
- Annex 1
- Pen

5) HOW TO APPLY THE TOOL

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Step 1- Make 6 hats with coloured cards (white, red, black, yellow, green and blue)

Step 2- distribute to each participant a copy of Annex 1 and a pen

Step 3 - using the hats, each participant has to fill in the column corresponding to each hat according to the instructions

Step 4 - the participants comment together the annotations of each one

We can use this skill for a group activity or for a face to face meeting.

Although in the annex we have a description of what we are going to include in each section, we will make a short description of each hat:

White hat: numbers and concrete facts without subjective interpretation, without opinions or assumptions, like a computer

Red hat: we express our feelings and emotions, without judging them and without having to justify them but it is allowed to interpret them since the emotions are part of the method of thought.

Black hat: we focus on the pessimistic perspective. We are critical in a negative way and we identify what is wrong, what is wrong. When putting on the black hat we must be negative but objective (logical-negative), that is, we have to explain the why of our criticism or negative opinion.

Yellow hat: is the opposite of black: Positive Constructive. Proposals are made to bring about positive changes: solve a problem, introduce an improvement or take advantage of an opportunity.

Green hat: is creative and helps us to open new and ingenious possibilities, running away from old ideas to find better ones.

Blue hat: deals with the control and organization of the thought process. With it you decide which of the other five hats to wear and tells us when to change hats. The blue hat can be assigned to a person or it will be open to anyone who wishes to wear it.

6) WHAT TO LEARN

The technique of the 6 hats facilitates a methodology that allows the action of thinking to be more effective and constructive. It forces us to train assertive communication, proactivity and have a more open mind to the opinions of others, since we ourselves have to go through the 6 phases.



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