

Stronger  
Conversations.

Stronger  
Communities.



WORKSHOP EDITION

PEER-ZINE

A STUDENT PLAYBOOK FOR

# CONFLICT RESOLUTION & PEER RELATIONSHIPS

A Student Playbook for  
Safer Conversations, Better Feedback,  
and Stronger Peer Groups



## TALK IT OUT

Speak up. Listen well. Understand each other.



## LISTEN DEEPLY

Hear more than words. Build real understanding.



## REPAIR & GROW

Own it. Make it right. Grow stronger together.



## BUILD BETTER GROUPS

Set norms, show respect, look out for each other.

Hold the hard talks. Keep the people. 



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## Callout legend

KEY INSIGHT

TRY THIS

FACILITATOR TIP

WARNING

# Before the hard talk

Peer conflict can feel bigger than it looks from outside. A roommate leaves dishes again, a project member misses one deadline, a joke lands badly in the chat, and suddenly the whole group is reading signals instead of speaking clearly. That does not mean your peer group is failing. It means people with different needs, pressures, habits, and histories are trying to share space.

This playbook gives you small moves that fit student life: a ten-minute map, a five-minute listening script, a feedback card, a simple mediation flow, and repair language you can use without sounding robotic. You will not learn how to win conflict. You will learn how to make conversations safer, more specific, and more honest - while knowing when a situation needs adult, professional, or campus support.

Safety note: if there is violence, coercion, stalking, threats, blackmail, harassment, self-harm risk, or immediate danger, do not use peer mediation. Prioritize individual safety, campus support, trusted adults, and emergency services.

## KEY INSIGHT

Conflict is data. It tells you where expectations, needs, roles, or safety may need clearer language.

## WARNING

This guide supports low-risk peer conflict. It is not a substitute for counseling, legal advice, campus procedures, or emergency response.

## HOW TO USE

# Choose your reading path

Pick the path that matches your situation today. Use the book as a one-time conflict aid, a workshop guide, or a culture-building toolkit.

1

## Quick Fix

SINGLE CONFLICT

Read Chapters 1, 2, 3 and 8.  
Use one template, then pause.

2

## Peer Facilitator

CLUB / RA / MENTOR

Read Chapters 2, 4, 5 and 8.  
Use scripts with groups of 3-20.

3

## Deep Builder

ONGOING CULTURE

Read all chapters. Run norms workshop and monthly repair check-ins.

## How to practice without making things worse

- Start with low-risk scenarios before using a real conflict.
- Ask for consent before roleplays, feedback, or mediation.
- Write facts, not labels: missed two meetings beats lazy.
- Use the safety chapter whenever there is danger, pressure, or fear.
- Close every exercise with one small next step and one support person.

### TRY THIS

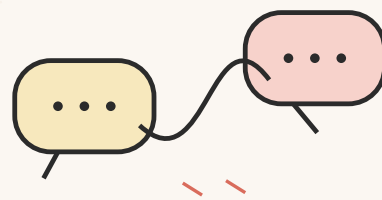
Before you read a chapter, write the conflict skill you want to practice this week. After the chapter, circle one sentence you can actually say out loud.

## CH 01

# Why peer conflict is normal

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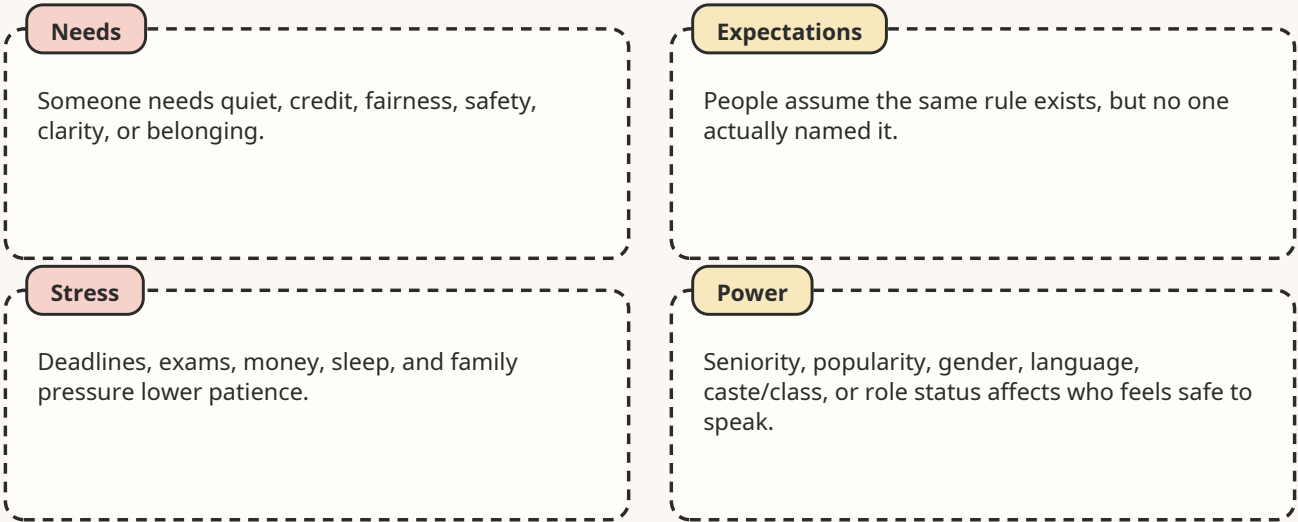
Peer conflict is common wherever people share space, pressure, and expectations. This chapter helps students spot triggers, notice escalation early, and understand why conflict is not failure - it is a signal that something needs attention.



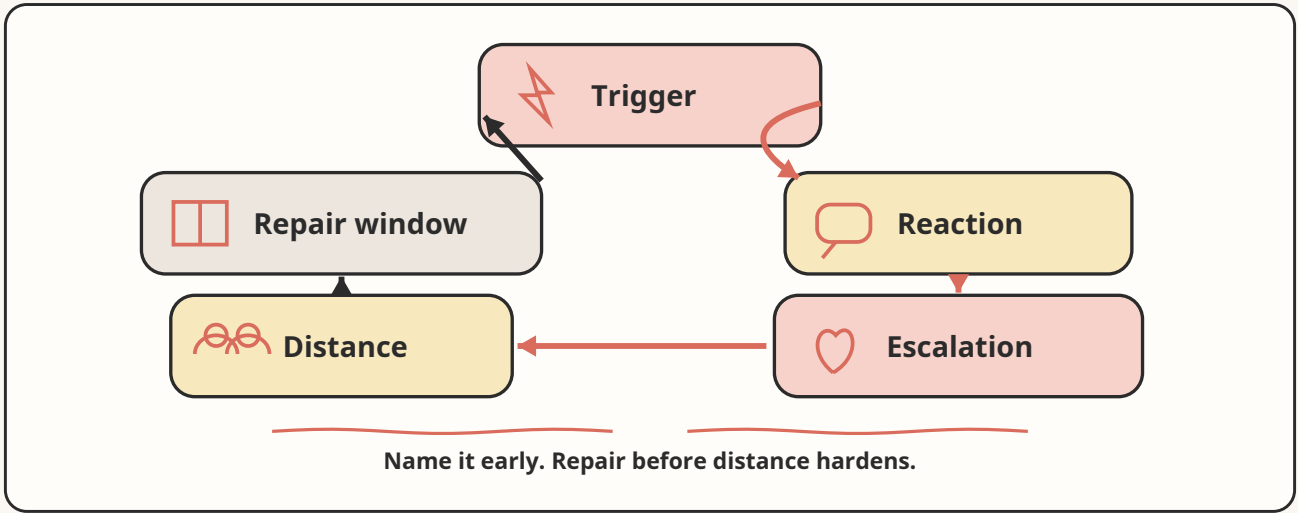
# Conflict is a signal, not a verdict

CH 01

Peer conflict usually starts before the visible argument. A tiny signal becomes a private story; the story shapes the next reaction; the reaction changes the relationship. Your job is to slow down the chain early enough to make repair possible.



**KEY INSIGHT**  
Blame asks, Who is the problem? Conflict mapping asks, What changed, what need is under it, and what repair is still possible?



SVG vector diagram - Conflict escalation loop  
Alt text: Trigger leads to reaction, escalation, distance, and a repair window.

# Triggers, escalation signs and repair windows

## Common triggers

- Uneven work in a group project.
- Unclear boundaries around space, belongings, money, or time.
- Tone that feels dismissive in a meeting or group chat.
- Credit, recognition, or leadership opportunities not shared fairly.
- A joke, nickname, or comment that lands as disrespectful.

## Escalation signs

- Messages get shorter, sarcastic, or public.
- People form side-chats instead of speaking directly.
- The issue expands from one event to someone's whole character.
- People avoid eye contact, meetings, or shared spaces.
- Someone feels unsafe, pressured, or afraid.

### TRY THIS

10-minute mapping exercise: choose one low-risk conflict. Write only observable moments. Circle the first point where a repair window was available.

### India-friendly vignette: roommate chores

Aarav and Kabir share a hostel room. Kabir leaves chai cups on the desk during exam week; Aarav says nothing for four days, then snaps in front of two friends. The conflict is not only cups. It is stress, shared space, public embarrassment, and a missing rule about cleaning before sleep.

**Repair window:** Kabir can acknowledge the mess and the embarrassment; Aarav can ask for a nightly reset rule instead of saving frustration for a public moment.



# Worksheet: Conflict Timeline

**Printable template: Conflict Timeline**

People involved: \_\_\_\_\_

Place / context: \_\_\_\_\_

First signal I noticed: \_\_\_\_\_

What changed after that: \_\_\_\_\_

**Timeline rows - add more rows on a separate sheet if needed.**

Time	What happened	What I felt / assumed	Possible need

**5-question check**

- 1. A conflict trigger is always the same as the root need.
- 2. Escalation can happen through avoidance, not only arguments.
- 3. A repair window is a moment when a safer next step is possible.
- 4. Mapping should focus on observable moments before labels.
- 5. Peer mediation is safe for every conflict.

**What to do next**

- Choose one repair window.
- Write one sentence that names the issue without blame.
- Ask one trusted person whether this is safe to address directly.

**FACILITATOR TIP**  
 For groups, let students map a fictional hostel or project-team scenario first. Invite patterns, not personal stories.

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