

Case Study 1 - The Dinner Hall Conflict

Scenario: Sara and Emma have been friends since primary school, but lately, their friendship has been strained. During lunchtime at school, Sara accidentally spills juice on Emma's favorite shirt. Emma reacts angrily, shouting at Sara and calling her names in front of their classmates. Sara feels embarrassed and hurt by Emma's reaction.

Discussion Questions:

1. What are the triggers for Emma's impulsive actions in this scenario?
2. How do Sara's thoughts and feelings influence her response to Emma's anger?
3. What are the potential consequences of Emma's impulsive actions on their friendship and social dynamics?
4. What alternative responses could Emma have chosen to address the situation calmly and constructively?
5. How can Sara increase her self-awareness and assertiveness to prevent similar conflicts in the future?



Case Study 2 - Social Media Spat

Scenario: Hannah and Mia go to the same secondary school and have been following each other on social media for years. One day, Mia posts a photo with a group of friends, including Hannah, but Hannah notices that she's been tagged with an unflattering caption. Feeling hurt and offended, Hannah responds with a sarcastic comment on Mia's post, igniting a heated exchange of insults and accusations between them.

Discussion Questions:

1. What are the triggers for Hannah's impulsive actions in this scenario?
2. How do Mia's initial post and caption influence Hannah's thoughts and feelings?
3. What are the potential consequences of Hannah and Mia's impulsive responses on their relationship and online interactions?
4. What alternative responses could Hannah and Mia have chosen to address the situation constructively and resolve the conflict peacefully?
5. How can Hannah and Mia improve their online communication and conflict resolution skills to prevent similar incidents in the future?



Case Study 3: The Group Chat Drama

Scenario: Sophie and Lily are part of a group chat with others in their year, where they often share jokes, memes and updates about school events. One day, Sophie accidentally sends a private message to Lily criticizing her outfit choice for an upcoming party. Feeling hurt and embarrassed, Lily responds angrily in the group chat, calling Sophie out and accusing her of being judgmental. The situation quickly escalates as other group members join in, taking sides and fueling the conflict.

Discussion Questions:

1. What are the triggers for Sophie and Lily's impulsive actions in this scenario?
2. How do Sophie's private message and Lily's public response impact the dynamics of the group chat?
3. What are the potential consequences of the group members' impulsive reactions on their friendships and social dynamics?
4. What alternative responses could Sophie and Lily have chosen to address the situation respectfully and privately?
5. How can the group members work together to de-escalate the conflict and restore harmony in the group chat?



Case Study 5: The Rumor Mill

Scenario: Emily and Chloe are classmates who have been friends for years, but their friendship is strained when rumors start circulating about Emily spreading gossip about Chloe behind her back. Chloe hears from mutual friends that Emily has been talking negatively about her personal life and spreading untrue rumors to others in their social circle. Feeling betrayed and hurt, Chloe confronts Emily angrily in front of their classmates, demanding an explanation and an apology.

Discussion Questions:

1. What are the triggers for Chloe's impulsive actions in this scenario?
2. How do the rumors about Emily's gossiping impact Chloe's thoughts and feelings towards her friend?
3. What are the potential consequences of Chloe's impulsive confrontation on her friendship with Emily and their social dynamics?
4. What alternative responses could Chloe have chosen to address the rumors calmly and discuss her concerns with Emily privately?
5. How can Emily and Chloe work together to repair their friendship and address the underlying issues that led to the rumors?

