



PRODUCTIVE CONFLICT RESOLUTION

OVERVIEW

This workshop utilizes a conflict resolution styles assessment to teach participants about their individual styles. A case study is also used for the group to practice and observe their conflict resolution styles in action.

LEARNING OUTCOMES

Participants will:

- Identify why conflict occurs
- Discuss the advantages and drawbacks of conflicts
- Discover their own conflict style and how it affects their daily decisions
- Review strategies for effectively handling conflict

MATERIALS NEEDED

- Laptop/computer
- Projector Screen
- "Productive Conflict Resolution" PowerPoint

INSTRUCTIONS:

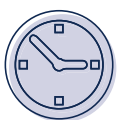
Conflict Overview (10 min.)

- Ask the group what conflict is and the causes of conflict. Go over any causes they do not bring up that are listed on the slide.
- Then, ask them to identify all the drawbacks of conflict. Discuss each of the drawbacks listed on the chart.
- Then, ask them to identify all the advantages about conflict. Discuss each of the advantages listed on the chart.

How do you handle conflict? (15 min.)

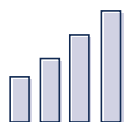
- Let them know that in this workshop, they will learn about how they handle conflict and put their conflict style into action.
- Have the participants take out a piece of paper and number it from 1-20.
- Then, have them take the "Strategies for Handling Conflict" questionnaire. Have them mark their numerical selection next to each prompt's corresponding number.
- Once everyone is done, advance to the next slide and have them score their questionnaire using the "Strategies for Handling Conflict Scoring Key." To score, they need to write the number they entered for each particular prompt by that question number on the scoring key.
 - For example, if they entered '4' for question 3, they would write '4' next to the number 3 on the scoring key. Next, add the numbers for each cluster to create a total for each Group. The highest group score is the participant's primary conflict management

TIME



60 minutes

SIZE



Ideal for groups
of 10-60

RISK



Low

CAUTIONS



None



INSTRUCTIONS, Continued:

strategy; the second highest is her/his secondary conflict management strategy.

- Break them into groups by their primary conflict management strategy. Some groups may have only one person.

Conflict Case Study (30 min.)

- Show the slide with the “Case Study.”
- Ask each group to read through the case study and discuss the prompt questions.
- Allow groups 15 minutes to discuss.
- After groups are finished, ask a member from each group to report to the rest of the participants the group’s solution.
- Show the Conflict Styles chart. Briefly discuss each of the five styles in comparison to each other.
- Process the activity by asking the following questions:
 - What did you learn about your conflict management style today?
 - (If there are unrepresented styles) How might people with (the missing styles) have handled this situation?
 - What did you learn about other people’s conflict management styles?
 - How can you more effectively manage conflict knowing how other people manage it?
 - What does this have to do with leadership? How will you use this information in your leadership roles?
- Show “Tips for Conflict Resolution” slide. Briefly review and ask participants to take a few minutes to brainstorm additional strategies.

Questions and Wrap-Up (5 min.)

- Ask if there are any questions or final remarks.
- Administer evaluations, if applicable.



NOTES:

The following sources were referenced and used for creating this workshop:

- Dunnette, M. & Thomas, K.W. (1976). Conflict and conflict management. Handbook of Industrial and Organizational Psychology, 889-935. Chicago, IL: Rand McNally.
- Stanearth, D. (n.d.) Workplace Conflict Resolution Tips. Retrieved July 24, 2008, from <http://www.leadersinstitute.com>