COURSE OVERVIEW:
Conflict’s Destination – Damage or Discovery: Learners participate in a simulation that demonstrates the effects of conflict on relationships. Participants work in groups to identify the causes, costs, and benefits of conflict on themselves, their team, and the organization. Learners explore how conflict can escalate in stages from unresolved differences to discord and dispute, and contribute to a list of signs that warn of escalation.

Preventing Escalation: Participants determine roadblocks to taking action to resolve conflict. They take a self-assessment that reveals their strengths and development areas in using the Key Principles in a conflict situation. The facilitator discusses conflict “crossroads,” and volunteers role play a crossroads scenario, using Key Principles to defuse the situation.

Resolving Conflict – Work it Out: Learners watch a video of an ineffective approach to resolution, and then are introduced to a better approach by working out the conflict using interaction process skills. Learners view a positive model video of a conflict resolution discussion and discuss the skills that are used effectively.

Applying Your Conflict Resolution Skills: Learners reprise their roles from the opening simulation and engage in two rounds of skill practicing, using Discussion Planners to conduct conflict resolution discussion. After each round, learners give each other feedback on their use of the skills. In teams, learners discuss how to address challenging conflict situations and share their ideas with the large group.

Removing Roadblocks and Setting Next Steps: Participants work in groups to formulate suggestions for overcoming another group’s roadblocks from earlier in the course. A group spokesperson shares the suggestions with the class. Learners determine their next steps for navigating beyond conflict in the future and building trusting relationships with colleagues.

Video Segment Summaries:
- “On the Highway to Damage” – Henry and Jordan, two peers who work for the same organization, are engaged in conflict over delivery dates and decide to “resolve” it in an ineffective and humorous way.
- “On the Road to Discovery” – To work things out, Henry initiates a conflict resolution discussion, using a Discussion Planner with the interaction process skills. This discussion is featured in two scenes. Scene 1 illustrates the OPEN and CLARIFY steps of the interaction process and scene 2 illustrates DEVELOP, AGREE, and CLOSE.

RELATED COURSES:
- High-Impact Feedback and Listening
- Resolving Conflict