



RESOLVING CONFLICT

COURSE OVERVIEW

When It Rains, It Pours: A video illustrates the escalation of conflict, and participants identify behavioral signs of escalation and learn about the stages of conflict. Learners discuss the obvious and hidden costs of conflict in the workplace. Team tables identify a situation when it was appropriate to use one of the four resolution tactics.

LEARNING OBJECTIVE

- **Using the Interaction Process to Resolve Conflict:** Learners use a Discussion Planner to analyze a positive model video of a leader using the Coach resolution tactic to help someone resolve his own conflict. Participants discuss the leader's effective use of the Interaction Guidelines and Key Principles.
- **Work It Out I:** Participants conduct two prepared skill practices using the coach resolution tactic.
- **Work It Out II:** Learners watch a video meeting focusing on people's emotions and behaviors and discuss ways to defuse strong emotions and balance the discussion. Participants conduct two prepared skill practices using the mediate resolution tactic.
- **Session Close:** Table teams summarize assigned concepts and share key points with the rest of the group. Volunteers respond "on the spot" to challenging conflict situations.

VIDEO SEGMENT SUMMARIES

- A discussion between two coworkers about whether the production group can fulfill a customer's order several weeks sooner escalates from a difference of opinion to a dispute.
- A leader coaches a team member on how to resolve his conflict with a coworker, leading to various discoveries and building his confidence in his ability to handle the situation himself.
- People in a meeting exhibit different emotions and behaviors, exacerbating their conflict about shift coverage.