



## **Transforming Conflict in the Workplace - Workshop Agenda**

- I. Introduction
- II. Helping Others Transform Conflict
- III. Skills of Effective Conflict Coaching
- IV. Role Play Exercises: Format, Expectations, and Feedback
- V. Demonstration Role Play: Building Passport and Data Gathering
- VI. Exploring Motivations: Getting to the Heart
- VII. Applying the PAUSE Principle: An Exercise

### **Introduction**

When two or more people work together, there will be disagreements, which can or do grow into conflicts. As a supervisor, manager, or team leader you will observe or be impacted by disagreements, disputes, or conflicts between team members or employees. What is your role or responsibility in guiding people in these situations?

There are several options for have to addressing conflict in the work place:

- 1) Ignore the situation, and hope it blows over
- 2) Tell the individuals to stop it
- 3) Solve the problem for them, telling them what to do or not to do
- 4) Coach them to address the issue, applying conflict resolution principles you know will work!

Hopefully the answer is obvious. When individuals take ownership of their situation, and are encouraged and empowered to apply principles they have learned, the results tend to be more readily accepted, and longer lasting. Taking 15 minutes to teach and encourage, is more productive and efficient than repeatedly spending 5 minutes to intervene and tell them what to do or not to do.

This training is designed to help you learn skills which will enable you to teach and coach others to apply conflict resolution principles that will help them transform their workplace conflict directly. This training will use this participant guide to explain these skills and concepts, but will also use discussion and exercises to apply and practice the skills. We will cover the following topics:

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1. What is conflict Coaching and what it is not
2. The skills of effective conflict coaching
3. How do you build passport and gather information
4. Helping others identify the root cause of the conflict
5. Effective negotiation
6. Alternatives for help if more than coaching is necessary

### **Confidentiality**

To maximize your learning experience, we encourage you to be self-reflective and transparent with each other. In order to foster an environment where people can be honest about themselves and take responsibility for their own decisions, please respect the confidentiality of your fellow participants.

- Of the Moment: Keep confidential what you are told by another participant unless you have the consent of that person to divulge it to the rest of the group (including your instructor).
- Of Reference: During discussions, you may have occasion to mention situations involving third persons who are known to others in this room. Please be careful how you refer to others in your organization. You may want to change some facts to disguise any such references and protect confidentiality.

### **Special Exercises**

Throughout the training, we will employ special exercises and role-plays to facilitate greater learning. These training techniques are essential to the training process and will greatly improve your conciliation skills. If a particular role presents difficulties for you, please ask your instructor for guidance or re-assignment to a different role.

### **Ask Questions**

Your active interaction with the instructors and other participants is an integral part of our learning together. We love questions! However, in the interest of time and in order to facilitate group dynamics, the instructors may direct some questions to break times.

### **Note Your Aha's**

Please take the time to note your "Aha's." You will learn a great deal of information and may have some key insights into your present calling or situation. Write these insights down so that you may easily refer back to them when you have a special need.

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## **Be Considerate**

In this age of cell phones and beepers, our technology can sometimes be a distraction. Please do not use a laptop as this tends to distract others. Please be respectful of your fellow classmates and the instructors

## **The Learning Process**

Good adult education depends on several things.

- Active involvement in the learning process is essential for good learning. Your participation is the key to your advancement in these skills.
- Each participant in the training has something to contribute to others.

This training is built on the solid belief that we are all learners, and we learn in partnership with one another. While the instructors will not be able to give extensive individual feedback time with each training participant, your fellow students will bring their life experience and wisdom to bear in providing insightful, instructive feedback.

- Good adult education must be practical in nature. This training event is designed to equip you with those practical skills that can be used immediately in your ministries, workplaces, and families.

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