



CAMPUS CONFLICT RESOLUTION SERVICES

WORKSHOP DESCRIPTIONS

Note: Workshops may be tailored or developed for the specific purposes of your department, unit, or group of colleagues.

Understanding, Preventing, and De-escalating Conflict (1.5 hours)

Even under the best of circumstances, conflicts occur within organizations. While workplace conflict is inevitable, it does not have to create chaos and turmoil. This session offers a basic understanding of the dynamics of interpersonal conflict. You will gain practical tips for preventing conflict in important working relationships, and de-escalating conflict by managing your response.

What is Your Conflict Management Style? (1.5 hours)

Ideally, when faced with conflict, we are all able to adapt our response to fit the circumstances. In reality, many of us have a habitual, "one size fits all" response, based on personal history and temperament. Using the Thomas-Kilmann Conflict Mode Instrument, this workshop will help participants identify their own conflict management preferences relative to five universal styles. We will also explore the stages of conflict (including recognizing early signs), and appropriate and inappropriate applications of each conflict management style.

Making a Conflict Action Plan (2 hours)

Have you ever experienced conflict with a coworker or supervisor and found yourself feeling overwhelmed, powerless, or uncertain about how to respond? This workshop offers simple but effective tools to help you select the best strategy for each conflict situation. You'll also gain resources for translating your strategy into action - including respectfully requesting change; setting appropriate boundaries; saying no; and responding to no.

Respectfully Requesting Change (1 hour)

"I have a coworker who is always interrupting me." "My boss doesn't give me all the information I need when she assigns a new project." "Sometimes people are so rude to me on the phone." At some point, we all encounter behavior or communication patterns that interfere with our ability to do our best work, or be at our best in the workplace. How can we ask for change in a way that opens the door to cooperation rather than provoking defensiveness? In this short workshop, we will review a simple template for respectfully requesting change, and practice applying it to common workplace situations – both lateral and hierarchical.

Managing Difficult Customer Interactions (1.5 hours)

Even if our job description does not include the words "customer service," most of us, at some point, must respond to complaints, criticism, anger or demands regarding the product of our work. This workshop will focus on managing these challenging interactions in a way that satisfies the customer and keeps our self-esteem intact. Participants will gain tools to bring calm to both sides of the interaction; quickly define the solve-able problem; enlist the customer's cooperation in finding a solution; and maintain appropriate boundaries. Participants are invited to bring real examples of difficult customer interactions for use as case studies.

Getting Hooked, Getting Unhooked (2 hours)

We all know what it is like to get "hooked," when the words or behavior of another person bring out something less than the best in ourselves. What patterns of behavior annoy you the most? When you are annoyed, how can you "unhook" from your own unproductive response? This workshop will explore six common patterns of behavior, and how we can navigate the dynamics that develop between them.

Coming to Terms with Our Differences (2 hours)

The more diverse our work environment, the more we are called upon to work with people who are different from ourselves. People of different generational, cultural and class backgrounds often have different "norms." Add to these differences other factors such as temperament, style and values and the potential for conflict multiplies. This workshop will explore the relationship between diversity and conflict, and provide tools for building understanding and rapport.

Speaking Up to Bias (2 hours)

How do you respond when you hear a prejudicial statement in the workplace? Afterwards, do you regret what you said, or the fact that you didn't say anything at all? This workshop will explore ways of speaking up against bias without shaming, blaming, or alienating the speaker. Please bring your own examples.

Rebuilding Trust (1.5 hours)

The loss of trust is a common cost of conflict – and often leads to guarded communication and compromised teamwork and productivity. This workshop will approach the challenge of rebuilding trust from several different angles, with the aim of supporting participants to develop their own action plans.

Listening as a Means for Building Common Ground (2 hours)

Whether your goal is to build consensus, improve a working relationship, find common cause, or end a stand-off, this workshop will help. We will focus on listening beneath the spoken word to uncover the underlying values, principles and concerns of all involved parties, and then using what you've discovered to guide the communication in a more productive direction.

Conflict Management Skills for Supervisors (1.5 hours)

At some point in your work as a supervisor, you will be asked to help resolve a conflict between two supervisees. When an employee comes to ask for your support, how do you respond? This workshop will prepare you to side-step common mistakes and avoid getting in over your head. It offers practical strategies for intervening early, assessing the situation, and coaching employees to take constructive action. (See "Mediation Skills for Supervisors" for a more in-depth approach.)

Mediation Skills for Supervisors (6 hours)

This workshop will present a step-by-step approach to effective intervention in employee conflict situations. We will focus on how to assess the problem, identify the best approach to resolution, establish buy-in, and provide effective follow-up and support. You will gain skills for conducting individual interviews with employees in conflict, and then facilitating problem-solving dialogue – all while maintaining neutrality and confidentiality. (See "Conflict Management Skills for Supervisors" for an abbreviated workshop on this topic.)