



Conflict Resolution Workshop

Through the presentation of conflict resolution concepts and interactive role-playing, participants will learn about four types of communication: passive, aggressive, passive-aggressive, and assertive. The following process is useful for effectively managing conflict in relationships, or in other situations where you have an interest in seeking a negotiated solution. These steps won't guarantee an agreement, but they greatly improve the likelihood that the problems can be understood, solutions explored, and consideration of the advantages of a negotiated agreement can occur within a relatively constructive environment. They provide useful strategies to consider that reduce anxiety-provoking factors involved in dealing with conflict.

This workshop is designed to help participants realize that conflict can be constructive or destructive, depending on a person's awareness of feelings as well as their motivation and skills for dealing with conflict.

OBJECTIVES:

Using kinetic movement and interactive discussions as well as the experience of group members, participants will:

- Learn the four communication patterns
- Role play self-defeating expectations and critical feedback situations,
- Engage in "conflict resolution " exercises and analysis,
- Replace blaming "you" messages with assertive and constructive "I" messages and
- Resolve creatively conflict and achieve meaningful and empowering consensus

OUTLINE:

- Check in
- Ground rules/ expectations
- Warm- up

I. Overcoming barriers to constructive conflict resolution through:

- Body awareness and nonverbal communication, define and utilize kinesthetic movement to explore the four styles of communication
- Identification of problematic communication styles
- Recognition of your unrealistic or rigid expectations

II. Tools and techniques for managing conflict:

- The constructive and destructive aspects of communication styles

- Role playing giving and receiving constructive feedback - engage and resolve real life problems through safe, interactive group exercises that transfer to relevant settings
- Replace blaming "You" messages with assertive "I" messages

III. Developing a new approach to resolving conflict:

A. Defusing escalating anger through centering, breathing, boundaries and humor

B. Positively reframing conflict, value contradiction and power struggles

Active Listening/Empathic Responding - Participants will also discover four techniques that can be used for "active listening": clarifying, paraphrasing, reflecting feelings, and summarizing one can enhance productive problem solving, intentionally empathic interacting, and creative brainstorming for mutually opening minds and designing new frameworks, possibilities and plans

EXPECTED OUTCOMES:

- Participants will learn to resolve conflict in a constructive manner through awareness of verbal and nonverbal communication techniques
- Participants will learn to monitor the communication style within themselves and in their personal lives and relationships.
- Participants will learn communication skills for constructively expressing their concerns and problem-solving skills for engaging with conflict