



# CONFLICT

Manage emotions and conflict

RUN SHEET | 1 HOUR | UP TO 30 PARTICIPANTS

<b>INTRO</b>	<ul style="list-style-type: none"> <li>Facilitator intro.</li> <li>Intro around the topic of conflict and the importance of relationships at work.</li> <li>Agenda set.</li> </ul>
<b>EXPLORING CONFLICT</b>	<ul style="list-style-type: none"> <li>Activity:             <ul style="list-style-type: none"> <li>Participants are invited at the start of the session to think about how they presently handle conflict and what they would most like to change about how they handle conflict.</li> </ul> </li> <li>Activity:             <ul style="list-style-type: none"> <li>In groups, participants brainstorm the 'negative' and 'positive' outcomes of conflict.</li> </ul> </li> </ul>
<b>WHY WE GET INVOLVED IN CONFLICT</b>	<ul style="list-style-type: none"> <li>An explanation is given around basic human needs. And that when we feel one of our needs is being threatened we get involved in conflict.</li> <li>Activity:             <ul style="list-style-type: none"> <li>Participants identify what their top 3 human needs are e.g. Inclusion, Fairness, Respect...</li> <li>After this they reflect on a recent disagreement they have had and think about what human need of theirs was being threatened; alongside the human need of their opponent.</li> </ul> </li> </ul>

<b>STEP-BY-STEP GUIDE TO RESOLVING CONFLICT</b>	<ul style="list-style-type: none"> <li>It is very important to have a learned approach to handling conflict.</li> <li>Participants read through and reflect on how the given framework could have helped them with a previous situation of conflict they faced.</li> <li>Activity:             <ul style="list-style-type: none"> <li>Participants are then asked to reflect on the key behaviours at play in handling conflict well e.g. listening, controlling emotions etc..</li> </ul> </li> </ul>
<b>DEBATE VS DISCUSSION: VERBAL COMMUNICATION</b>	<ul style="list-style-type: none"> <li>Activity:             <ul style="list-style-type: none"> <li>Everyone is given the name of a random item (e.g. dog, coffee, shoe) and asked to 'debate' with someone why their item is better.</li> <li>They then have to do the same but this time 'discuss' why it is better.</li> <li>This highlights the importance of dialogue in resolving conflict.</li> </ul> </li> </ul>
<b>NON-VERBAL COMMUNICATION</b>	<ul style="list-style-type: none"> <li>Activity:             <ul style="list-style-type: none"> <li>Participants act out different non-verbal signals and think about whether the behaviour would be negative or positive in a situation of conflict.</li> </ul> </li> </ul>
<b>REMAINING CALM</b>	<ul style="list-style-type: none"> <li>A quick reminder is shared of the importance of keeping our body in a calm state – and how breathing can help with this.</li> </ul>
<b>CLOSE + ACTION PLANS</b>	<ul style="list-style-type: none"> <li>Review personal action plans.</li> <li>Summarise and close.</li> </ul>

