OFA Fall 2017 Fellows Leader Program: Session 7 - Conflict Resolution Workshop

Objectives:

*Coaches will be able to…*

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| *Key takeaways* | *Objectives* | *OFA* |
| * Understand that conflict will happen. Conflict is neither good nor bad -- it just is. * Conflict, when unaddressed, will lead to outcomes that could have been averted. * When a conflict arises, you will have the resources to resolve and mediate it. * Conflicts ARE VERY unlikely to be resolved over email, text, or voicemail. They must be discussed and mediated. | * Fellows leaders will define conflict * Fellows leaders will relate to potential fellows conflicts and reflect on their responses. * Fellows leaders will analyze case studies/videos to increase your understand of your response to conflict. |  |

Pre-work:

Session Plan:

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| *Time* | *Activities* | *Things needed* |
| 7:30 - 7:45 | * Addressing gun violence this weekend * Intro/logistics check-in   + How are we doing with HW assignments? * Announcements   + Fellows covering action planning sessions this week   + SUBMIT YOUR orientation receipts and reimbursement forms by Thursday at the latest |  |
| 7:45- 7:50 | CONFLICT COMPONENTS   * *Influencing Factors*   + Worldview (and culture): Paradigm for interpreting the world     - Guiding principles, rules, assumptions, identity narrative, culture, values, beliefs   + Situation: Environment, place, time, power dynamics, social context…     - ***Choice point:*** What can I do to create an atmosphere conducive to collaboration? * *Framing Factors*   + Position: The demands, stance people make and take in a conflict situation (WHAT)   + Needs: The underlying reasons people are taking the stance that they do (the WHY)   + Reframe: Viewing the problem from a different perspective. *Reframe based on needs.* What is the problem really about?   + Alternatives: Assorted, creative choices of action people in conflict can take instread of acting out of habit |  |
| 7:55- 8:20 | **Reframing approach**   * Graphic   + A’s position/B’s position   + A’s needs/B’s needs (common ground in the middle)   + **Reframing question**: How can we meet the priority needs of A, while still meeting the priority needs of B?     - Takes time     - Creating alternatives and options     - This is an example of not compromising       * At a root level, Person A has the need for X,Y,Z   + **Informing --** So it seems to me the problem is, “needs of A, needs of B” * In order to effectively do this, you will need to ask reframing, probing questions   + Probing is critical as a mediator -- the goal is to surface underlying needs, feelings, and other concerns   + OPEN ENDED questions * **A brief conflict mediation model**   + Beginning:     - Set the context of the conflict and build a warm climate     - Identify the influencing factors of both parties   + Middle:     - Identify each party’s positions/issues     - Probing questions for the needs     - Push both parties to begin reframing the conflict towards resolution towards meeting both priority needs   + End     - Reaffirm the reframing     - Creatively and collaboratively brainstorm possibilities to resolving the conflict     - Agree on mutually beneficial agreement |  |
| 8:25- 8:52 |  |  |
| 8:52 - 8:57 | **DEBRIEF AND KEY-TAKEAWAYS**  **In Chat box--**   * **Technical -** What stood out to you the most? * **Practical -** How do you think your biggest key takeaway applies to how you view conflict with fellows, groups, etc. in the past? * **Emancipatory -** What situations will you confront as a leader differently now that you’ve begun learning about conflict? |  |
| 8:57- 9:00 | * **Homework:**   + **Read:**     - Early Matters - The first few moments of a mediation matter most. <http://icccr.tc.columbia.edu/early-matters-the-first-few-minutes-of-a-mediation-matter-most/#more-35>     - [Conflict Mediation Guidelines](https://web.stanford.edu/group/resed/resed/staffresources/RM/training/conflict.html)   + **Applied learning:**      - This week, you will be in conflict -- very likely, if you’re driving, etc.. You will feel angry because you’re coming into conflict.     - When you do, take a second to pause -- identify your feelings, and identify your unmet needs.     - Then, try and identify what their feelings and unmet needs might be |  |