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.
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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
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| 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
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| 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
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| 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?
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| 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
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