

Managing Conflict Effectively Skills Building Session

Saturday, February 21, 2009

12:30 PM to 4:00 PM

In this session, participants will:

- Examine their personal views of, and reactions to, conflict.
- Examine the effects of their emotions on their effectiveness at work.
- Enhance their communication and negotiation skills to more productively deal with conflict.
- Learn and apply new strategies for analyzing and responding to conflict.

12:30 Welcome and Introductions

Please fill out the self-assessment worksheet when you arrive.

1:00 Mini-Lecture Video, Part I: Perspectives on Conflict

25 minute video followed by discussion.

1:40 Mini-Lecture Video, Part II: Strategies for Navigating and Resolving Conflict

22 minute video followed by discussion.

2:20 Break

If you haven't read the case study already, please do so during the break.

2:30 Preparing for Conflict and Negotiation: A Case Study on Perinatal Depression

30 minutes: Group discussion and diagnosis of the conflict.

40 minutes: Small group work and role play.

3:40 Individual Leadership Development Plan

Structured reflection on your response to conflict and opportunities to apply new strategies to manage conflict more effectively in the workplace.

4:00 Adjourn