

Application 2 – Removing Distress from Conflict Management Training

Use the following four step activity planning worksheet as a model to plan your Conflict Management

Learning event:

Rationale

Conflict Management Causes Distress

- Conflicts within a team or across departments have high risk of creating a toxic organizational culture
- Trainees need to learn the Organizations accepted practice to resolve conflicts
- Leaders must remain professional they are role models for the people they lead

Objective

Analyze, Problem Solve, Discuss and Experiment

- Trainees will embrace critical thinking and continuous improvement tools to analyze the problem link it to a root cause and select an appropriate strategy to resolve the conflict

Condition

Adding stressors

- Trainees will role play the problem and provide an implementation plan to resolve conflict
- Peers and trainer will evaluate the process and be the devil's advocate with the goal of poking holes in the solution
- Trainees will self-reflect, evaluate , and receive feedback from their peers

Degree

Demostated Ability to Consider Multiple Perspectives

- Trainees must demonstrate their solution has considered a minimum of two perspectives
- Have a solid understanding of the bigger picture that aligns with organizations strategic goals
- Accept & provide constructive feedback that demonstrates a growth mindset

Notes: