

CONSTRUCTIVE CONFLICT:
HOW TO PEACEFULLY RESOLVE DISAGREEMENTS
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AGENDA

9:00-9:15 INTRODUCTIONS

9:15-9:45 UNDERSTANDING CONFLICT

What is conflict?

Types of conflict

Approaches to conflict

Healthy vs. damaging

Thomas Kilmann model

When to Approach Conflict (handout – Reducing Stress Through Senses)

9:45-10:20 THE “I” IN CONFLICT: HOW YOU MAKE THE DIFFERENCE BETWEEN A FIGHT VS. A CONVERSATION

Know Thyself

How I respond to conflict (Exercise)

How do I communicate in conflict

The role of emotions (Exercise)

10:20-10:30 BREAK

10:30-10:45 EMOTIONAL INTELLIGENCE Exercise

10:45-12:00 COMMUNICATION SKILLS

How people speak without saying a word

Listen first, talk second

Reflective listening

Non-verbal cues

The danger of making assumptions (Exercise: The Train)

Acknowledgment

Summarization

What are you listening for?

Listening Skills Exercise

Role Play

12:00-1:00 LUNCH

1:00-1:30 COMMUNICATION SKILLS CONT'D

Understanding Conflict Language

Altering the Syntax

“I” messages (Exercise)

1:30-2:30 HOW TO UNDERSTAND WHAT’S REALLY GOING ON

The art of the question (Exercise)

Interests versus positions (Exercise)

Role Play

2:30-2:40 BREAK

2:40-2:50 USEFUL TECHNIQUES

Reframing

20 techniques for dealing with conflict

2:50-4:00 FINDING RESOLUTION

Exploring options (Exercise)

Conflict Preparation Worksheet

Role play

Wrap up and adjourn