



NCRC has developed a state-of-the-art approach for leaders in business settings to resolve conflicts in a way that empowers the participants to be fully engaged in problem-solving. This strategic process allows each participant to share her/his perspective, be heard by the manager and the other participants, then move together to create possible solutions. The Exchange allows for an exchange of perspectives, the exchange of ideas, and the exchange of solutions. All of the interests - those of the organization, those of the leader, and those of each participant - have value and are considered in the dialogue.

The workshop is designed with adult learning theory in mind. Participants learn about and observe the strategy, then practice it with realistic scenarios, one step at a time. By the end of the workshop, participants gain confidence and a clear approach to successfully managing conflict.

## GOALS OF THE WORKSHOP

### **Skill Acquisition**

By the end of the course, participants will have the ability to:

- **Utilize an interest-based approach for managing workplace conflicts;**
- **Encourage accountability for both the issue and its solution;**
- **Create strong internal models of healthy behavior; and,**
- **Intervene in conflict situations before they escalate to needing formal dispute resolution.**

# CONTENT OUTLINE

## I. Welcome and Introductions

- a. Introduction to the workshop, description of goals, and welcome.
- b. Participants introduce themselves.

## II. Understanding Conflict

- a. Through facilitated dialogue, participants consider the cost of conflict to themselves, the organization, and to the team.
- b. A model for understanding how people react to conflict helps participants comprehend the behavior of others with more insight.
- c. Consideration for the different approaches to managing conflict; each is reviewed with a look at its benefits and challenges.

## III. Underlying Interests

- a. Participants analyze a conflict from each person's perspective, as well as that of the leader-to determine the underlying interests of each. This skill-building activity is the basis for a positive approach to managing conflict.
- b. Application of this skill to a variety of conflicts is discussed.
- c. Practice with existing situations.

## IV. The Exchange Methodology

- a. Stage One: Overview, Observation, Practice.
- b. Stage Two: Overview, Observation, Practice.
- c. Stage Three: Overview, Observation, Practice.
- d. Stage Four: Overview, Observation, Practice.

## V. Application of the Exchange Methodology

- a. Debrief the strategy and discuss when the participants might use it.
- b. Debrief the skills and how they can be adapted to other leadership situations.

## VI. Closing

