

## **7f. Example of a half-day Conflict Resolution Training Program**

### **Resolving Conflict in Teams**

#### **0 - 5 mins      Introduction**

What is conflict and how does resolution improve team performance and results. Program objectives. Program rules - Participation, Being accountable, Willing to learn from results

#### **5 - 25 mins      Getting What You Want**

Task:            Getting what you want by winning an arm-wrestle with a partner

A game that introduces the WorldGAMES methodology and looks at the benefits of collaborative teamwork rather than an individual winning at all costs. Identifies the common communication styles that split teams apart and the different approach required to pull teams together

#### **25 - 40 mins      Active Listening Game**

Exercise:      Participants test the effects of not listening at all and listening actively on their partner's ability to communicate with them

A simple, effective introduction to active listening and how to do it

#### **40 - 45 mins      Appropriate Assertiveness (Fight, Flight, Flow)**

Exercise:      Participants relate their own experience to different stimuli.

Provides participants with alternative actions to instinctive behaviours or habits.

#### **45 - 55 mins      The Three Brains**

Exercise:      Participants learn about three different areas of the brain that control instinct, emotion and logic in a simplified model of how the brain functions

Shows how instinct and emotion are triggered faster than logic

#### **55 - 65 mins      Balls in a Bucket**

Task:            Teams collect their colour of randomly distributed ping pong balls faster than any other team whilst staying physically connected to each other

Fast and furious team game that is bound to bring up sabotage and win/lose or lose/lose strategies in a highly competitive environment

65 - 80 mins            **Italian or Chinese Exercise**

Exercise: Participants resolve the issue of where to eat when two friends want to have different dinners.

Shows the subtle but critical difference between compromise and resolution

80 - 100 mins            **I Statements**

Exercise: Participants learn to use a simple but powerful way to express their feelings so that others can hear.

100 - 115 mins            **Break**

115 - 145 mins            **Power Triangle Exercise**

Exercise: Participants role play different scenario from the position of “intimidator”, “rescuer” and “victim”

A powerful way to understand how self and others operate

145 - 160 mins            **Managing Emotions**

Exercise: Participants learn how to disengage from the power triangle

160 - 190 mins            **Official Business**

Exercise: Participants role play different conflict scenarios in teams of 3 or 4

Tests communication and conflict resolution skills and the ability to observe and coach others

190 - 210 mins            **Mapping The Conflict**

Exercise: Participants learn to use a simple but powerful Conflict Resolution tool

Provides participants with a emotion-free map of the conflict that enables all points of view to be seen in perspective and lead to resolution

210 - 215 mins            **Creative Power from Conflict - Balls in a Bucket (round 2)**

Task: Participants are challenged to resolve the conflict inherent in the Balls in a Bucket game.

An active demonstration of the conflict resolution technique and their ability to create resolution for all parties.

Total session time, with tea break, three hours thirty five minutes