

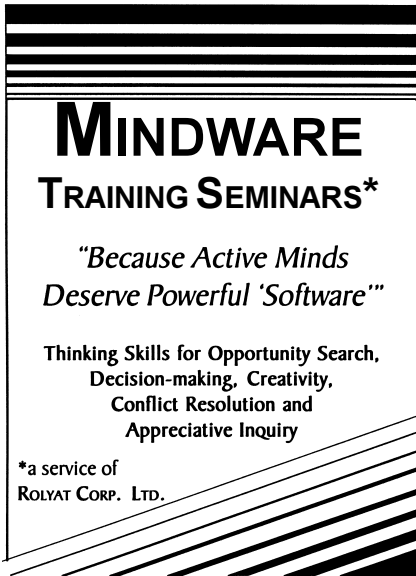


*"Give a man a fish and you feed him for a day.
Teach him how to fish and you feed him for a lifetime." Old Proverb*

*"There is nothing so practical as good theory."
Kurt Lewin, Social Psychologist*

A fun engaging workshop for
people who want to improve
their conflict resolution skills.

Understanding and Resolving Conflict 1*



MINDWARE
TRAINING SEMINARS*

*"Because Active Minds
Deserve Powerful 'Software'"*

Thinking Skills for Opportunity Search,
Decision-making, Creativity,
Conflict Resolution and
Appreciative Inquiry

*a service of
ROLYAT CORP. LTD.

Comments from Previous Participants in this Workshop

Very good material. The instructor was very friendly, very good.

GOOD USEFUL INFO!

*Excellent course!! Has helped me greatly to understand myself
first, others second & this is what I needed most. Thanks.*

Excellent course, very stimulating.

*1. Goal setting in conflict situations - what a novel idea. This
really helps me. 2. Realized that some of what I'm doing is OK;
some I need to work on. 3. I feel your workshop was excellent.*

Thank you. This workshop has been very helpful.

*Offered different perceptions and provided opportunity for
self-observation. Thankyou!*

*I enjoyed the course and will find it helpful in the workplace.
I will continue to use concepts learned.*

*Jim encouraged a great deal of participation which made time
fly as well as made it more enjoyable and beneficial.*

*I really enjoyed it, Jim. Thanks. I think the mediation part and
the BATNA will be really helpful to me personally as well as
professionally.*

*You met all of my (learning) needs. It was non-threatening,
thought provoking and useful.*



**Great
News!**
**Conflict Resolution is
a skill that improves
with knowledge and
practice.**

Day, Date: xxx

Location: xxx

Time: xxx

How good are you at resolving conflicts in your life?
Would you like to get better at it?

If "yes", you can benefit from this workshop.

You will learn:

- your main conflict resolution strategy, its uses and limitations
- an easy method for reducing many conflicts
- the big difference between "positions" and "interests"
- "reframing" to get "unstuck" when in conflict
- a model of assertive (*not* aggressive) communication, and
- much, much more! (see the Agenda inside)

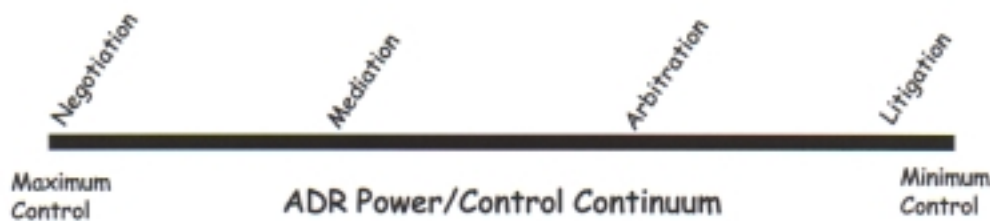
* If there is sufficient interest, this workshop can be
followed by "Understanding and Resolving Conflict 2: Mediation"
at a later date.

Understanding and Resolving Conflict 1*

When it comes to conflict, we are all experts in one sense, since we all get into conflicts of one kind or another almost every day. It could be with an annoying co-worker, with an overbearing boss, or with a demanding child or spouse.

But while we all can easily find our way into conflicts, we vary greatly at our skill in getting ourselves out of them. Fortunately, conflict resolution skills can be learned. Greater self-awareness and access to alternative ways of behaving can significantly reduce the negative toll of conflict in our lives.

And we all have an interest in learning to deal with conflict effectively because if we don't, we can lose control over the conflict entirely. Then important life decisions end up being made by others (the courts) over which we have almost no control at all.



There are five dominant “styles” of resolving conflict:

- *Competing*, the power oriented strategy that seeks to “win”
- *Avoiding*, the strategy that ignores or withdraws from conflict
- *Accommodating*, the strategy that resolves the conflict by giving in to the other
- *Collaborating*, the strategy that spares no effort to produce “win/win” outcomes
- *Compromising* the strategy that seeks to find a “middle ground”.

All of these strategies work, and they are all appropriate in the right circumstances. However, they all have their “down sides” as well, and overreliance on a single strategy almost always leads one into difficulties.

Using an assortment of self-assessment tools, paper-and-pencil exercises, discussions, and interactive exercises, this fun and valuable workshop will give you greater awareness of your own conflict resolution strategies, and how they work for you and how they don't. The workshop will also:

- give you some simple techniques that can be used to reduce or eliminate certain types of conflict
- provide you with an opportunity to do some useful work on a conflict in which you are currently engaged (if you have one!)
- help you to shift your focus onto what you *want* in a situation, rather than on what you *don't want*
- help you to discover what your “interests” are in a conflict situation, as opposed to your “position” (which you know very well!)

* If there is sufficient interest, this workshop will be followed by “Understanding and Resolving Conflict 2: Mediation”, at a later date.

- teach you about the “anger arousal cycle” and the use of “self talk” to control it
- get you thinking about “goal setting” in conflict situations
- introduce you to the principles of “principled negotiation” and mediation
- be a fun day full of valuable and practical learning!

Agenda

Introductions/Opening Exercise - “Pictures of Conflict”
- Confidentiality Agreement

Sources of Conflict - What Can be Changed/What Must be Endured
Beginning to explore a current real conflict - “Ain’t It Awful . . . What I Really Want...”

The Role of Assumptions in Conflict

Conflict Resolution Styles

- a self-assessment using the Thomas Killman Conflict Mode Instrument and “Pick Your Proverbs”
- an exploration of the different conflict resolution styles, their appropriate uses and limitations

Anger in Conflict Situations

- the “Inventory of Anger Communication”, the Anger Arousal Cycle, and use of “self talk”

Principled vs Positional Negotiation

- interests vs positions - the use of a BATNA (Best Alternative to a Negotiated Agreement)

Negotiation – The “Purple Pumpkin” Role Play

Communicating in conflict situations

Assertive communication, reframing, asking for positive behaviours

Principles of Mediation – lecturette & notes

Risk Taking and Goal Setting in Conflict Situations

- Participatory Exercise - The “Prisoner’s Dilemma”

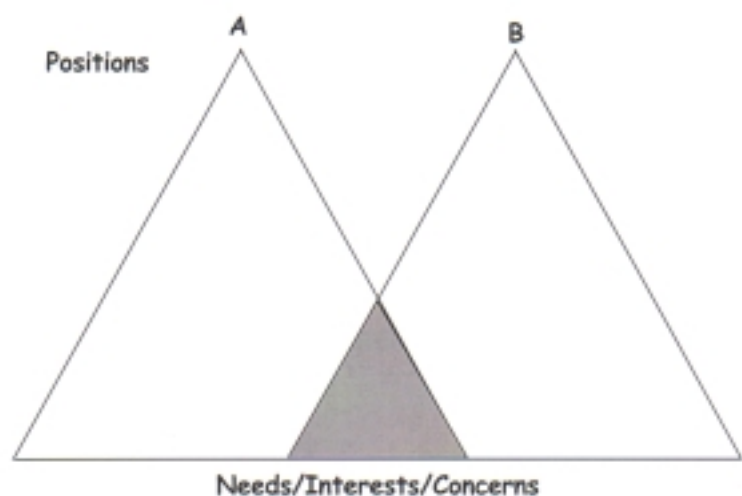
Mediation Role Play - (time permitting)

Wrap Up – reflections on the day, evaluation

The Relationship of Positions to Needs/Interests/Concerns

When people meet each other in conflict, they come with their “positions” on the conflict, like points A and B in the diagram at the right: these are separate and have no common ground. However, when one explores the needs, interests and concerns that have given rise to the positions, it is often possible to find common ground that will allow both parties needs, interests and concerns to be accommodated.

The workshop will give you a technique to help uncover the needs/interests/concerns that lie beneath positions, your own as well as others’.



About the Facilitator

James E. (Jim) Taylor has been an adult educator since 1986, having taught for Grant MacEwan Community College, Red Deer College and the U of A Faculty of Extension. Through his company ROLYAT CORP. LTD., he has been developing and delivering "Mindware Training Seminars" since 1990. These workshops teach participants how to use powerful mental "software", easily learned tools and techniques for developing potent thinking skills. His conflict resolution workshops are among the most popular he has offered. Organizational clients of these workshops include Red Deer College, the David Thompson Health Region, the Calgary Regional Health Authority and the L.E.A.R.N. adult learning council in Medicine Hat.

Jim is a graduate of the Conflict Resolution Program at the Justice Institute of BC, where he learned negotiating and mediating skills. He has subsequently served as a volunteer mediator in a *Victim Offender Reconciliation Program*, and has successfully mediated several "large group" conflicts.

Of his *Understanding and Resolving Conflict* workshops Jim says: "These workshops are really fun, both for the participants and for me. Everyone has such a rich experience of conflict that, in addition to the material I present, the workshops are full of participants sharing and learning from each other. I also love to see 'lights go on' for people as they discover new ways they can approach their conflicts."

Jim is also the developer and owner of Singharmony.com Inc., producing choir rehearsal CDs. So far, he has produced four collections: a set of fourteen traditional Christmas carols, and the choruses to Handel's *Messiah*, Bach's *Magnificat* and Vivaldi's *Gloria*.

Logistics

Time: Registration, Coffee 8:30 a.m. Workshop 9:00 a.m. - 4:00 p.m.

**Note: Out of respect for the process and other participants,
please arrive for registration not later than 8:45 a.m.**

Cost*: *Includes beverages, lunch, a useful information booklet and handouts*

Negotiable

Date: XXXX

Location: XXXX XXXXXX

* Satisfaction Guarantee: If, at the end of the workshop, you are not fully satisfied with the value offered, we will cheerfully refund the instructional part of your registration fee.

Please Note: Because it is so easy to distribute information via the internet, these workshops are being well publicized through several provincial networks. Given their low cost and the very broad applicability of the content to business, labor, government and the non-profit sector, the workshops could fill up quickly. To be assured of a space, register early.