



# CONFLICT IN THE WORKPLCE

PARTICIPANT WORKBOOK- SESSION 3





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## WORKSHOP OBJECTIVES

**As a result of this training you will:**

- Explore the reasons that effective dialogue breaks down
- Learn the components of healthy dialogue
- Learn a three step process for listening
- Learn the process for preparing for a conflict discussion with another person
- Learn the skills for mediating a conflict between two people



## RESOLVING CONFLICT

Unresolved conflict can escalate to destructive behavior that undermines either office or classroom effectiveness, diminishes productivity, and inhibits cooperation and collaboration.

If you are a leader, your job is to monitor the behavior between team members and intervene when those within a conflict are unable or unwilling to directly resolve conflict that is negatively impacting the performance and functioning of the group.

In the classroom, or working with students through your department, your ability to manage conflict and defuse negative interactions can mean the difference between resolving vs. escalating the situation.

The goal is to have **healthy dialogue** where there is a respectful and constructive approach to resolving a conflict.





## WHAT IMPACTS DIALOGUE?

1. What types of behaviors get in the way of constructive dialogue? What could a person do or say that breaks down the discussion?
  - List these below under ***Behaviors that obstruct dialogue*** column.
  
2. Next, think about what types of behaviors might need to be in place to promote positive dialogue?
  - List specific behaviors under the ***Behaviors that promote dialogue*** column.

BEHAVIORS THAT OBSTRUCT DIALOGUE	BEHAVIORS THAT PROMOTE DIALOGUE



# STEPS TO HEALTHY DIALOGUE

DIALOGUE - DISCUSSION FOCUSED ON PROBLEM SOLVING AND AGREED-UPON ACTION




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