

Teaching Conflict Management Tips & Tricks

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A little about us

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Learning Outcomes

1. Participants in this session will be able to identify strategies used by other departments to teach student staff conflict resolution skills.
2. Participants in this session will be able to use strategies developed by other departments to teach their own students conflict resolution skills.
3. Participants in this session will be able to access a library of conflict management materials used by other professionals.

Session Format

- You'll hear from us first about a program we have experience with
- This is a discussion based session
 - We want you all to share with each other...kind of like a roundtable
 - Share what you all have done or seen
 - In your small groups and with the large group
 - Regardless of how developed your program is
- We'd like to keep it focused on working with people and the conflicts that arise

An Example

- Training and Development Committee organizes a workshop for student leaders in all areas of the department
- [DISC](#) personality test and why we chose that one.
- Partnership with a leadership office on campus called the DUX Center
- Students are sent a link to the DISC assessment and asked to complete it
- Part 1 is a 2 hour presentation about what DISC is and how to interpret their leadership personality as it relates to DISC. Mix of lecture and activities.
- Part 2 is a 1 hour presentation where students break out into their letter groups and discuss what their letters mean as it relates to their leadership position within their program area.
- Part 3 is a 2 hour presentation about how to use your personality to communicate with the other letters as effectively as possible.
- After part 3, assess!

A student's perspective

- I was hesitant to provide a thorough self-reflection, mainly because I didn't know my results right off the bat & didn't know what was to come
- **S- Supportive:**
 - Emphasis on cooperating with others within existing circumstances to carry out the task.
- **My tendencies:**
 - Demonstrating patience, helping others, showing loyalty, being a good listener, etc.
- **Desirable environment:**
 - Credit for work accomplished, sincere appreciation, identification within a group, etc.
- **Effectiveness depends on:**
 - Validation, knowledge of task deadlines, encouraged creativity, knowledge of how personal effort contributes to the group effort

A student's perspective

- My experiences having gone through the DISC training
 - Further challenged my own identity
- How, as a student employee, I have implemented this while on shift
 - Having to hold difficult conversations with officials and other managers whom had strong D or C tendencies
- Other program areas are talking, too!
- It all comes full circle

Time to break-out!



Group Discussion #1

What trainings or programs does your department offer regarding conflict management or conflict resolution? (make sure to discuss the structure of the training/program i.e. why or how it came to be, who facilitates it, who is able to participate, how often it is offered, etc.)

Groups choose one participant from their small group to share with everyone

Group Discussion #2

What assessments or strategies have you implemented to measure the success of your trainings/programs? Use this time to also brainstorm what assessment strategies you could implement to measure the success of your trainings/programs.

Groups choose one participant from their small group to share with everyone

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