



Conflict Management with Win-Win Solutions

Facilitator Guide



Course Details

Length/Timing	45 minutes
Delivery Method	PPT with PW

Course Overview

Slide #1

Display Slide

Timing: 1 minute



DO

Introduce yourself.

Describe how the course is meant for both new and existing managers along with supervisors who want to learn more about conflict resolution and the steps to conflict management.

The main goal of this course is being able to identify when and why conflicts arise, the function of common conflict resolution techniques, and when conflict management is needed to permanently resolve a conflict.

General Housekeeping

Slide #2

Display Slide

Timing: 1 minute

General Housekeeping	
<ul style="list-style-type: none">• Distractions and phones• Participation• Locations:<ul style="list-style-type: none">• Washrooms• Water/Coffee• Fire Exits• 	
Time	Topics and Activities
5	Conflict Management Course Overview
10	Defining Conflict and Scenario Practice
10	Common Conflicts and Scenario Practice
15	Unconscious Threat Responses and Practice
30	Modes of Conflict Resolution and Practice
10	Conflict Resolution vs Conflict Management
15	Practicing the Process and Wrap up

DO

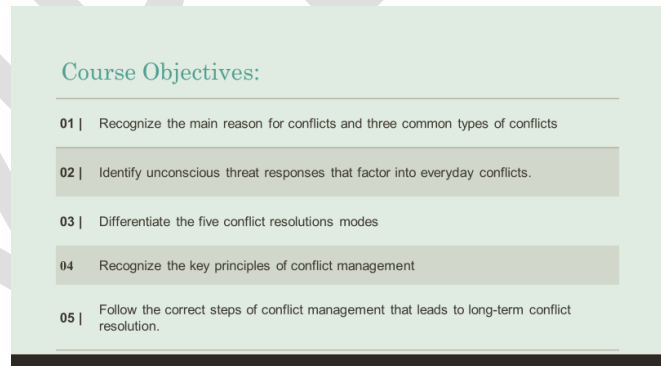
- Ask to put away distractions and mute phones.
- Go over how participants are meant to participate [raise their hands] and general etiquette expectations.
- Outline any breaks, if applicable and where they can find the washroom.
- Go over the Agenda.
- Talk about what you can expect to take away from this course.

Course Objectives

Slide #3

Timing: 1 minute

Display Slide



Course Objectives:

- 01 | Recognize the main reason for conflicts and three common types of conflicts
- 02 | Identify unconscious threat responses that factor into everyday conflicts.
- 03 | Differentiate the five conflict resolutions modes
- 04 | Recognize the key principles of conflict management
- 05 | Follow the correct steps of conflict management that leads to long-term conflict resolution.

DO

- Review the course objectives of this course.
- Discuss the activities within the course.

COURSE ACTIVITIES

- Instructor will lead an introduction discussion.
- Participants will complete an in-class activity using Participant Workbook.
- Participants will participate in group discussions.
- Instructor will review.

Course Topics

Slide #4

Timing: 1 min

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DO

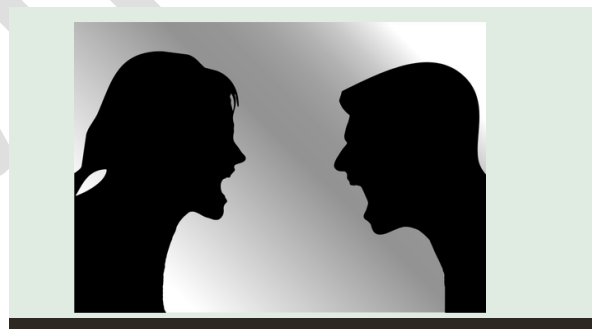
- Review the topics that will be discussed throughout this course.

Introduction Discussion

Slide #5

Timing: 2 min

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DO

Ask participants to raise their hands to participate in these questions about their personal experiences with conflicts. Wait for hands to be raised between each question. Alternative option: Have participants get into small groups to discuss.

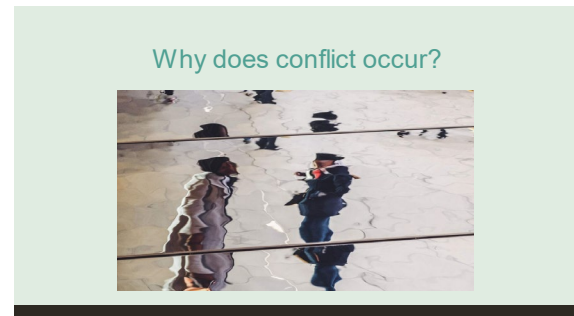
- How many of you have had some sort of conflict in the workplace?
- How many of these conflicts were like this picture with yelling at each other?
- How many of you have experienced more minor conflicts that didn't lead to yelling but led to some sort of negative interactions that made work uncomfortable?
- How many of you were able to resolve the conflict on your own?
- How many of you were not able to resolve the conflict on your own?

What is Conflict?

Slide #6

Timing: 2 minutes

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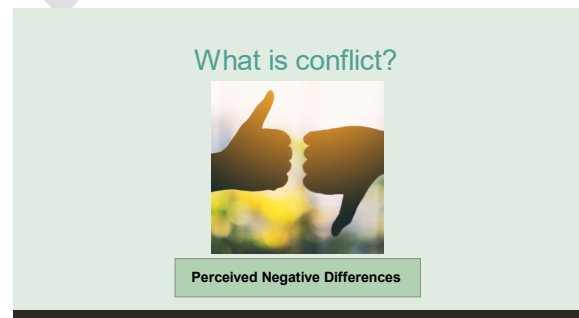
DO

- Ask participants. Why do you think conflicts happen? Think about some of the conflicts you might have had with someone at work, at home, or even at the gym? Wait for participants to think.
- Explain that "Conflict often grows out of the differences in needs, beliefs, and values of individuals and how we perceive these differences."
- Ask participants. Now knowing a general definition of conflict, can you identify why the conflict you encountered happened?

Slide #7

Timing: 2 minutes

Display Slide



DO

- Ask participants. Why do some individuals perceive these differences as negative? Wait for participants to think.
- Explain that these differences are not always negative but if one person perceives it to be negative then that can lead to conflict.

Slide #8

Timing: 1 minute

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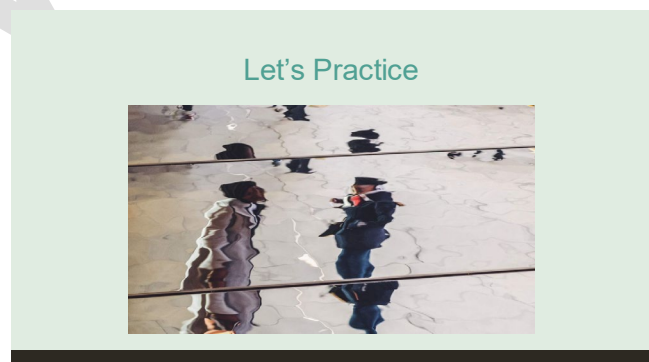
DO

- Explain that conflicts result from individuals perceiving themselves as having **mismatched resolution outcomes**.
- Ask participants: What do you think mismatched resolution outcomes mean? Wait for participants to think.
- Explain that the word “outcome” in this context refers to what an individual wants which is the preferred solution that will benefit them personally.
- But not all outcomes are mutually beneficial, so the conflict will arise again until both parties feel justified.

Slide #9

Timing: 5 minutes

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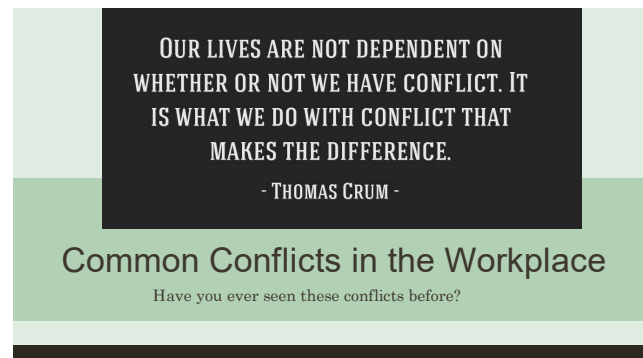
- Point participants to their workbooks to work on the scenarios individually or with others on page 4. Let participants know they will have 3 minutes for the practice.
- Discuss their answers as a group.

Common Conflicts in the Workplace

Slide #10

Timing: 1 minute

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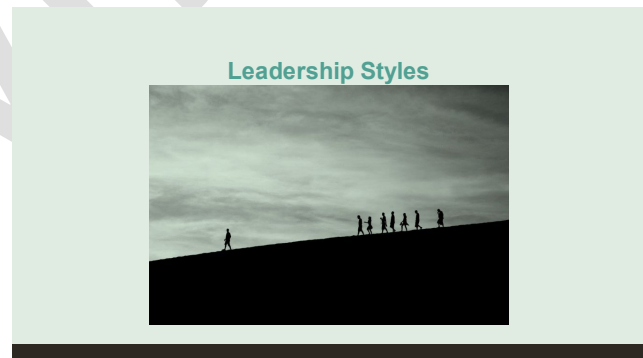
DO

- Explain that there are three common types of reasons for conflicts in the workplace.
- Ask participants to think about some of their previous workplace conflicts and see if they can connect to any of the three types.

Slide #11

Timing: 1 minute

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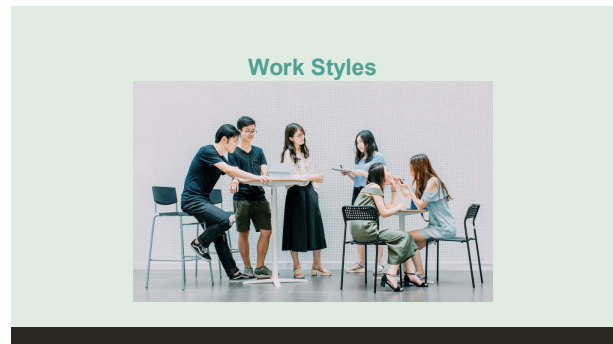
DO

- Explain that leadership styles are one reason that conflicts can occur.
- Use this information if needed to explain more.
 - We all know that supervisors will have different leadership styles ranging from democratic to autocratic. This can create significant conflict among the supervisors because often our leadership style is one that corresponds to our personality.
 - This can also impact employees who may not know how to express displeasure with a leader's style. An employee may not know the effective communication techniques to express their displeasure, or they do not feel comfortable discussing it with their supervisor.

Slide #12

Display Slide

Timing: 1 minute



DO

- Explain that employee work styles are another reason that conflicts can occur.
- Use this information if needed to explain more.
 - If you worked in any service job as a teenager, you have worked with a large array of working styles. From the employee that comes in late all the time to the employee who is on their phone or the employee who attempts to control everything.
 - If employees have different working styles regarding time management or the professionalism of another employee, this can cause conflict.

Slide #13

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Timing: 1 minute



DO

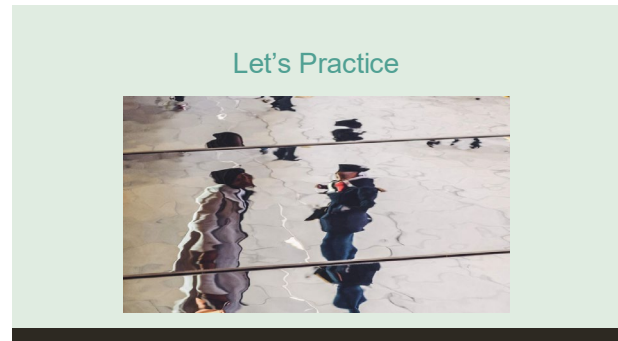
- Explain that the last reason for some workplace conflict is cultural issues
- Use this information if needed to explain more.
 - When working in a globalized world, we are working with an abundance of differing cultures, beliefs, languages, customs, neuro-diversity, and traditions.

- Conflict can arise if employees do not understand backgrounds, have not been exposed to different cultures and beliefs or they can have a “they-them” paradigm.

Slide #14

Timing: 6 minutes

Display Slide



DO

- Ask participants to open their participant workbook to Scenario #3-Perceived Polarity.
- This uses the Rise course created for scenarios.
- You can send a link to the scenario to participants, or you can project the scenario on the screen and do it whole group
- Let participants know they will have 5 minutes on the scenario
- After this time, ask for any questions or concerns

Unconscious Threat Responses

Slide #15

Timing: 2 minutes

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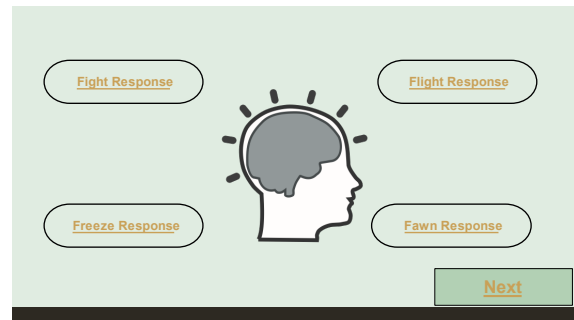
DO

- Ask participants to read the quote about Evolutionary Psychology and then explain this is a theory about why people react to conflict in different ways.

Slide #16

Display Slide

Timing: 1 minute



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides.

- Explain that there are two main threat responses of fight or flight that are well known as survival instincts. And that two more responses have been identified when conflict occurs in the workplace.
- Click on the Flight Response on the slide

Slide #17

Display Slide

Timing: 1 minutes



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides.

- Ask participants what they know about the **Fight Response**. Allow time for them to think and participate.
 - Explain that when a person has a fight response then the individual responds by being aggressive or may “attack” or blame others in a conflict

and may see it as “all or nothing”. But causes bad feelings that can bubble up later. (press slide for bubbles)

- Click on the Back on the slide to the main slide and then select **Flight Response**

Slide #18

Display Slide

Timing: 1 minute



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides.

- Ask participants what they know about the **Flight Response**. Allow time for them to think and participate.
 - When a person has a flight response then an individual will avoid and feel uncomfortable with the situation and may leave or walk out. Their feelings may persist and come out at an inappropriate moment like bubbles simmering. (press slide for bubbles)
- Click on the Back on the slide to the main slide and then select **Freeze Response**

Slide #19

Display Slide

Timing: 1 minutes



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides.

- Ask participants if they have heard about the **Freeze Response**. Allow time for them to think and participate.
 - When a person's response is to freeze then individuals may withdraw from the conflict by sitting in silence or withdrawing from the situation. These feelings may continue to bubble (press slide for bubbles) and explode at another time like the Flight response.
- Click on the Back on the slide to the main slide and then select **Fawn Response**

Slide #20

Timing: 1 minute

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DO

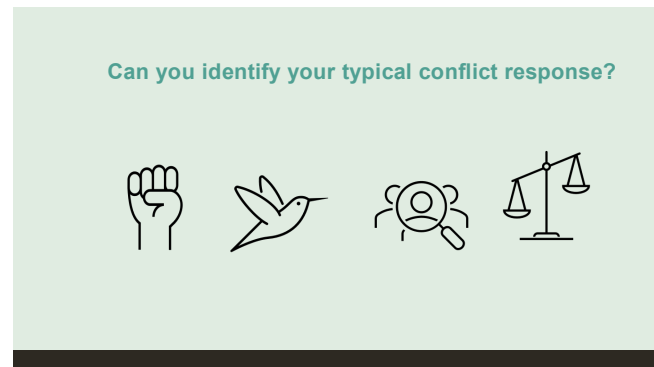
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides.

- Ask participants if they have heard about the **Fawn Response**. Allow time for them to think and participate.
 - When a person's fawn response arises, then the individual will give into pressure and may not give their input in order to stay in harmony. They can be a "people pleaser" but they may feel neglected or unappreciated when their ideas are not heard and like flight and freeze, these feelings can bubble over later. (Press slide for bubbles)

Slide #21

Timing: 2 minutes

Display Slide



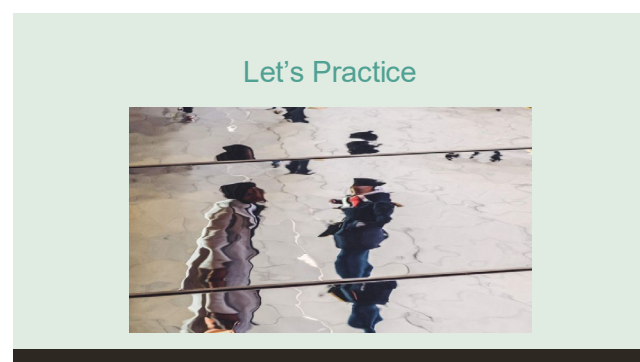
DO

- Ask participants, "Can you identify your typical conflict response?"
- Explain that they might have a couple depending on the situation such as you might be a fighter when it comes to defending a small child but a fawn when it comes to dealing with your co-worker.
- Ask them to think of the response they typically use when dealing with a co-worker or a significant other. Are you a fighter? Are you a flyer? Are you a freeze artist? Are you a fragile fawn or are you unsure?
- Explain that identifying your preferred threat response can help an individual become more self-aware of how you react during conflict outcomes. Because you must pay attention to those darn bubbles that you really need to worry about.
- Pick one of your typical conflict responses so you can see how it might play a role in the following conflict outcomes.

Slide #22

Timing: 6 minutes

Display Slide



DO

- Ask participants to open their participant workbook to scenarios # 4, The New Hire and the Coffee Calamity.
- This uses the Rise course created for scenarios.

- You can send a link to the scenario to participants, or you can project the scenario on the screen and do it whole group.
- Let participants know they will have 5 minutes on the scenario.
- After this time, ask for any questions or concerns.

Modes of Conflict Management

Slide #23

Display Slide

Timing: 2 minutes

"Because no two individuals have exactly the same expectations and desires, conflict is a natural part of our interactions with others."

-Kenneth W. Thomas & Ralph Kilmann, Co-creators of TK Conflict Mode Instrument

5 Modes of Conflict Resolution

Can you relate to these typical one-on-one conflict outcomes?

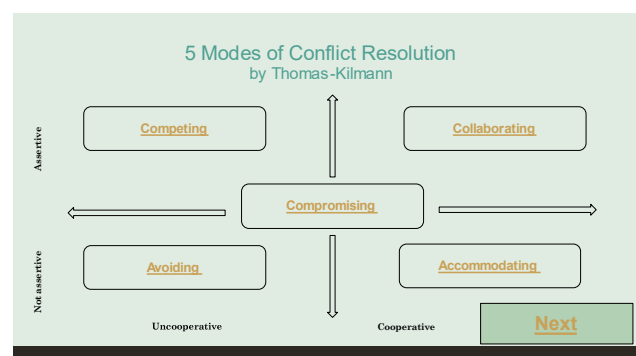
DO

- Read the quote from the slide and ask participants by raising their hands: How many agree with this quote? How many would disagree with this quote?
 - If time, you can extend this discussion more by having participants discuss in small groups why they agree or disagree with the quote.
- Explain the 5 Modes of Conflict Thomas & Killman that identify 5 modes of resolution that are used during common conflicts.

Slide #24

Display Slide

Timing: 5 minutes



DO

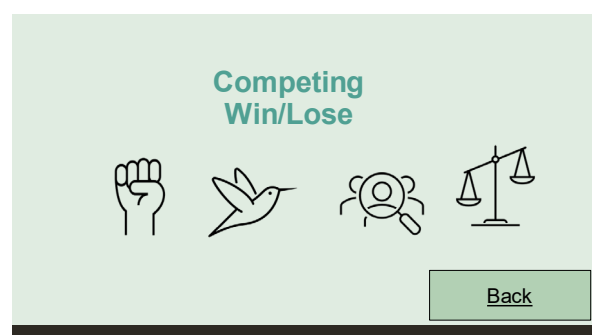
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that the 5 modes are Competing, Compromising, Accommodating, Avoiding, and Cooperating.
- Explain that these modes are based on a Matrix with traits of Assertiveness and Cooperation
 - Explain that Assertiveness is often mistaken for aggressiveness but there is a big difference.
 - Assertive people use direct and respectful communicate their wants, needs, and boundaries to others. There's no question of where they stand, no matter what the topic.
 - Individuals who have high assertiveness don't shy away from defending their points of view or goals, or from trying to influence others to see their side but they do it without being disrespectful and unkind like aggressiveness.
 - Explain that Cooperative is confused with Compromise but there is a big difference.
 - Cooperation refers to two or more people working together to achieve a common goal, while compromise leads to both individuals having to give up something to obtain the goal.
 - Individuals with high cooperation want to find a solution to satisfy all parties.
- Ask participants as each mode is presented to reflect on a time that they might have used, or they have seen one of these outcomes used to resolve a basic conflict.
- Select the **Competing** button

Slide #25

Display Slide

Timing: 3 minutes



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

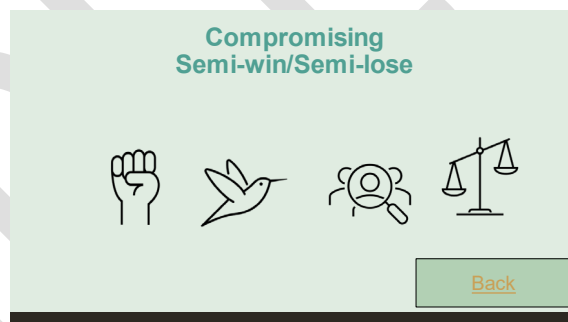
- Explain that a **Competing** resolution outcome is a Win/Lose strategy that is based on one party imposing their preferred solution over the other party (or parties).
- Ask participants to get into groups and reflect on how this mode of resolution would impact each threat response. Fighter, Flyer, Freezer, and Fawn.
 - These are here to help you if needed.
 - If you are a fighter, then this might be exactly what you like...you assert your wishes over another.
 - If you are a flyer, then you will deal to avoid conflict and will just leave the situation.
 - If you are a freezer, then you will withdraw from this outcome by becoming silent and not acting.
 - If you are a fawn, then you will just give in to create harmony.

Select the **Back** button to the main page and then select **Compromising** text box

Slide #26

Timing: 3 minutes

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Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

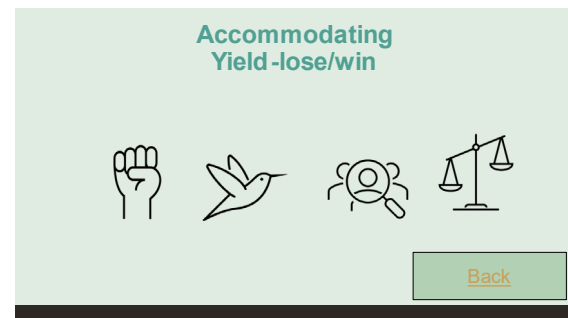
- Explain that a **Compromising** resolution sounds like the best outcome, but this outcome is a Semi-Win/Semi-Lose strategy that is based on the solution partially satisfying the interests of the parties involved but both have had to lose something which may not seem like a big deal now, but it can come up again.
- Ask participants to reflect on how this mode of resolution would impact conflicts. Would this potentially

Select the **Back** button to the main page and then select the **Accommodating** text box

Slide #27

Display Slide

Timing: 3 minutes



DO

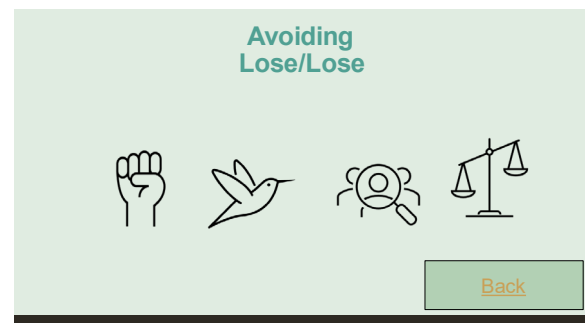
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that an **Accommodating** resolution outcome is a Yield-Lose/Win strategy wherein one-party yields to the other party (or parties) to protect and preserve the relationships involved.
- Ask participants can they see any issues with this type of resolution?
 - If someone is going to lose in order to have peace but is the conflict truly resolved?
- Ask participants which threat response would most likely be the one out of the four that would use this type of resolution?
 - Answer: Fawn
- Select the **Back** button to the main page and then select **Avoiding** text box

Slide #28

Display Slide

Timing: 3 minutes



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that an **Avoiding** resolution outcome is a Lose/Lose strategy based on withdrawing and choosing to leave the conflict.

- Ask participants: Do you think this is really a strategy? Explain that it is a strategy that can work for some occasions.
- Ask participants can they see any issues with this type of resolution?
 - If someone is going to lose in order to have peace but is the conflict truly resolved?
 - Explain that many people use this way of dealing with a difficult situation in the hopes that it will eventually go away but unfortunately unless the conflict is addressed then everyone will lose.
- Ask participants which threat response would most likely be the ones that would use this type of resolution?
 - Answer: Fawn, Flyer, or Freezer
- Select the **Back** button to the main page and then select the **Collaboration** text box

Slide #29

Timing: 3 minutes

Display Slide



DO

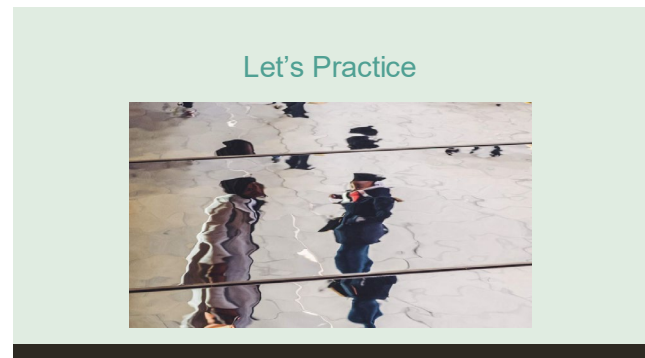
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that all the previous outcomes do lead to some sort of solution.
- Sometimes the outcomes can manifest automatically in a normal interaction and not through a conscious process, but it is the conflict that keeps bubbling up that needs some management to gain true cooperation.
- Explain that the **Collaboration** resolution outcome is Win/Win strategy-based. A win-win solution of cooperation is a process that leads to sustainable outcomes in working relationships.
- Ask participants why collaboration would be a win/win vs the other strategies?
 - Potential answers: through collaboration the threat responses work together for a viable solution.
 - Collaboration means it takes time to solve
 - Collaboration allows all parties to work on the solution
- Select the **Next** button to move to the next section

Slide #30

Timing: 8 minutes

Display Slide



DO

- Ask participants to open their participant workbooks to scenarios #5, 6 & 7
- You can send a link to the scenario to participants, or you can project the scenario on the screen and do it whole group
- Let participants know they will have 5 minutes on the scenario
- After this time, ask for any questions or concerns

Conflict Resolution vs Conflict Management

Slide #31

Timing: 3 minutes

Display Slide



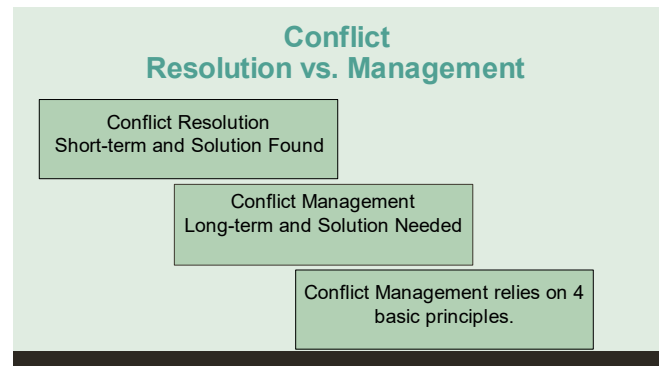
DO

- Ask participants if they think there is a difference between conflict resolution vs conflict management.
- Ask participants to explain or if time, allow groups to discuss first and then whole group discussion.
- Possible discussion points:
 - Conflict Resolution is temporary, short term whereas conflict management is a longer process.

Slide #32

Timing: 2 minutes

Display Slide



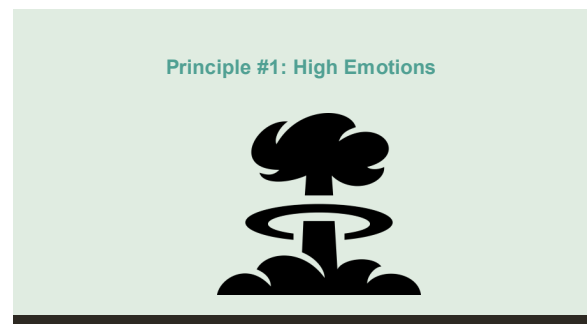
DO

- Explain to participants that there is a difference between these terms.
 - Conflict Resolution is often a short-term process of communication and negotiation between parties that can be managed and solved on their own. Conflict resolution can be seen in the conflict outcomes that can happen naturally or without intervention.
 - Conflict Management is the communication SYSTEM that diffuses not only the current negative emotional states into a common state of resolution but also allows negotiation to allow for win-win solutions to eradicate a reoccurring or a profound conflict that individuals on their own cannot resolve.
 - Explain that it relies on FOUR basic principles

Slide #33

Timing: 1 minute

Display Slide



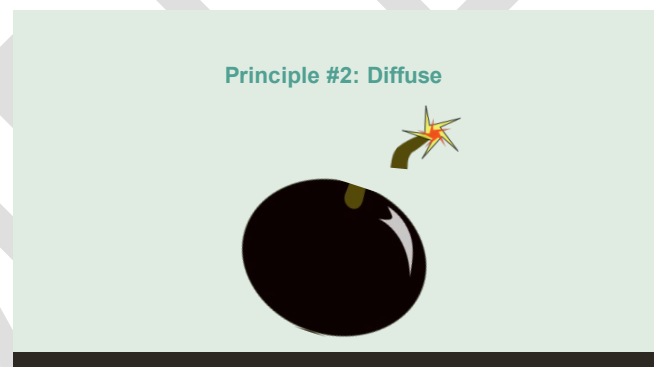
DO

- Explain that the first principle of conflict management is to remember the essence of conflict is the high emotional energy around the perceived differences.
 - This might be one big explosion that occurs randomly or has bubbled up over time.
 - Either way, it is important to recognize this high emotional state of individuals before beginning to resolve it permanently.

Slide #34

Display Slide

Timing: 1 minute



DO

- Explain that the second principle of conflict management is to remember the essence of conflict management is the defusing of these high emotional energies and the mutual understanding of the differences that are involved in the conflict.
- Diffusing high emotions is really the first step so that resolution can begin. If individuals are highly emotional then the resolution will be difficult.

Slide #35

Display Slide

Timing: 1 minute



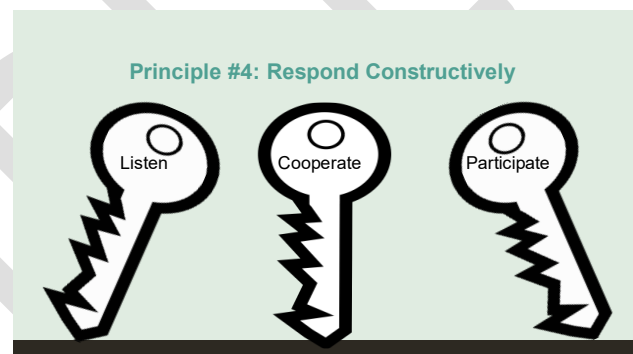
DO

- Explain that the third principle of conflict management is to remember the resolution of conflict often involves negotiation or problem solving to bring about an outcome that is mutually satisfying.
 - If individuals are not willing to negotiate or go through this process, then true resolution will not happen.

Slide #36

Timing: 2 minutes

Display Slide



DO

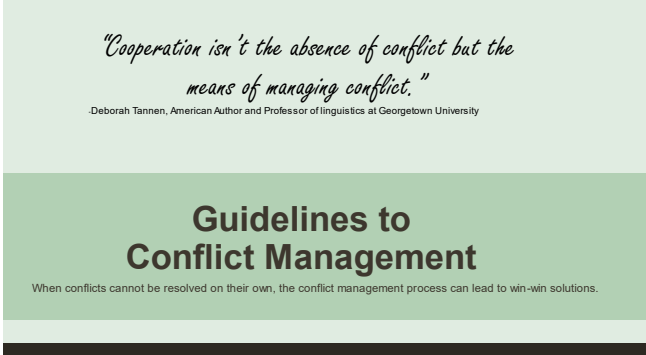
- Explain that the final principle of conflict management is to remember the key to effective conflict resolution is the ability to respond constructively.
 - Individuals who are involved in this process need to respond constructively within the process.
 - Be a reflective listener.
 - Be a willing team player.
 - Be an active participant in the process.
- Discuss and ask if there are any questions or concerns.

Guidelines to Conflict Management

Slide #37

Timing: 3 minutes

Display Slide



"Cooperation isn't the absence of conflict but the means of managing conflict."
Deborah Tannen, American Author and Professor of linguistics at Georgetown University

Guidelines to Conflict Management

When conflicts cannot be resolved on their own, the conflict management process can lead to win-win solutions.

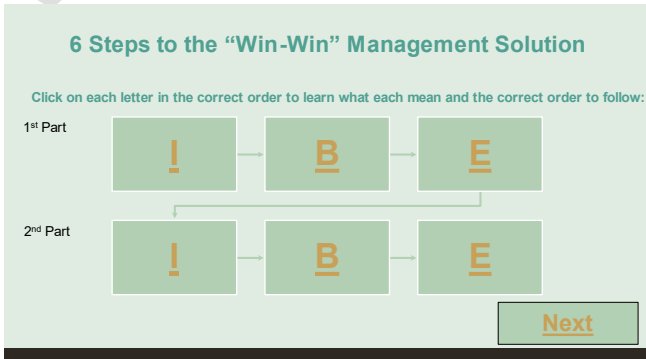
DO

- Ask participants if they feel like conflict management should be a part of a manager's role or do they think it should rest on the shoulders of the individuals? Wait for responses.
- Ask participants if they believe that conflict management techniques might be micromanaging employees or that it might be too time-consuming? Wait for responses.
- Ask participants if they think having some knowledge of conflict management techniques for all individuals in an organization could help prevent reoccurring conflicts? Wait for responses.

Slide #38

Timing: 3 minutes

Display Slide



6 Steps to the "Win-Win" Management Solution

Click on each letter in the correct order to learn what each mean and the correct order to follow:

1st Part

2nd Part

Next

DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that there are six basic steps that can be used to help when conflict management is needed to permanently resolve a conflict with two components. This

can be remembered by the acronym IBE1-IBE2 which was created to help guide the resolution.

- The 1st part of conflict management begins with some mediation that includes finding the exact problem, brainstorming together all possible solutions, and then agreeing to a solution to try.
The 2nd part of the acronym involves the implementation, evaluations of the solution, and then revisiting the solution.
- Select the **1st I-Identify** to take you to the definition
- Select the **Next** button to move to the next section

Slide #39

Display Slide

Timing: 3 minutes



DO

Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- We are all too familiar with this sign in our car but may not know exactly what part of the car is causing the issue or problem and have to look it up. Identifying the exact “hazard” is vital because if you are a fawn, the actual problem might’ve happened two months ago but is just now bubbling to the surface.
- Explain that the first step is to **Identify the exact problem** which means that individuals must be open and honest about the root of the conflict.
- Here are some guidelines to follow to help you through this process:
 - Find a time and place to discuss issues and not when a person is distracted or getting ready to leave.
 - Be specific in stating facts related to the problem.
 - Avoid “you-statements”, name-calling or blaming.
 - Keep emotions under control.
 - Do not walk away or withdraw because it needs to be addressed.
- Select the **Back** button to move to the main page and **select the B**

Slide #40

Timing: 3 minutes

Display Slide



DO

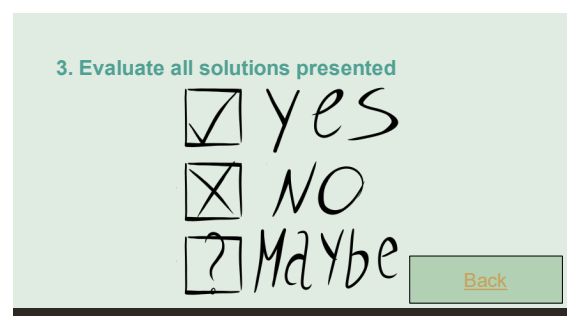
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that the 2nd step is **Brainstorming all possible solutions** which is the ultimate solution finder and need to be done by all parties and not just the “controller”. Through this process, creative solutions can arise. Here are some suggestions on how to manage this process.
 - Stay calm and listen to all parties.
 - Speak in a moderate tone and in a neutral place like a staff office vs a personal office.
 - Make sure everyone provides solutions and check on the flyers, freezers, and the fawns to be sure they are being honest.
 - Be an active listener when the other person speaks.
 - Be a reflective listener when speaking so you can understand what the speaker just said
- You might mention that during this process, allow individuals to process on their own and then come back to the table with their ideas.
- Select the **Back** button to move to the main page and **select the E**

Slide #41

Timing: 3 minutes

Display Slide



DO

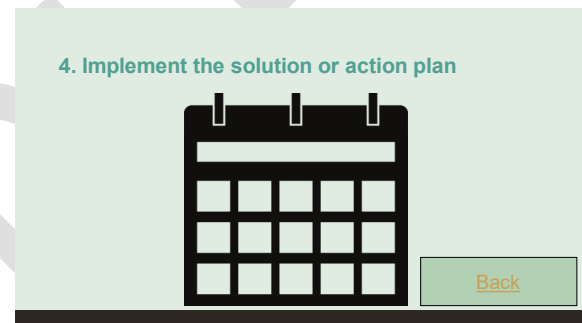
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that the 3rd step is to **Evaluate all solutions presented**. When evaluating, you are looking at all solutions presented, all solutions. It is vital that all voices be heard.
- During this process, you can use the following to help guide you:
 - Discard options that any party perceives as “impossible.”
 - Combine similar solutions and then prioritize the solutions.
 - Be open to new options to make sure they satisfy all parties’ needs.
 - Mutually decide on the best solution.
- Make sure that the solution provides a win-win to all parties.
- Select the **Back** button to move to the main page and **select the I of the 2nd part**

Slide #42

Timing: 3 minutes

Display Slide



DO

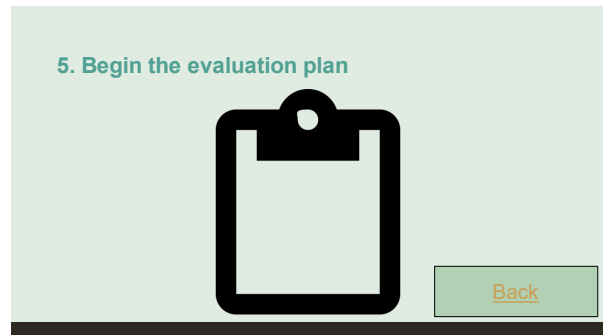
Note to the facilitator. The next few slides have hyperlink components that when clicked will take you to a definition slide and the next button will bring you back to this main page. It is recommended that you practice using these slides before presenting.

- Explain that the 2nd part is about the **Implementation of the solution or action plan**.
- Here are guidelines to follow to help you through this:
 - Make sure that you don't just spin your wheels in solution finding but that you take action. Mark it on your calendar!
 - Decide specifically who does what and by when. It is important to decide how long the implementation process will be so that the plan can be revisited.
 - Try it out to see if it works and keep anecdotal notes.
 - Give it some time.
 - Be open-minded to changes.
- Select the **Back** button to move to the main page and **select the B of the 2nd part**

Slide #43

Timing: 3 minutes

Display Slide



DO

- Explain that the 2nd step of implementation is **Begin the evaluation process**. This process can often get skipped because it does take the most time, but it is the most important part of this process.
- Make sure to set up an evaluation plan during the initial meeting. Don't just act and never address the plan again because it may not be working, or parts are working, and other parts are not working, etc.
- Here are some steps to follow to help guide you:
 - Set up an evaluation meeting in advance and decide a predetermined time of implementation of the plan.
 - Make sure to review meeting norms to continue an environment of mutual respect.
 - Decide specifically who does what to evaluate the implementation of the plan and by when.
 - Use notes or observations to see if the resolution worked.
 - Reflect on feelings and reactions to the process.
 - If the plan is not working for both parties, then plan to return to the drawing board for more solutions or return to a better working environment.
 - Make sure that everyone is being honest in the evaluations and that people are not just fawning.
- Select the **Back** button to move to the main page and **select the E of the 2nd part**

Slide #44

Timing: 3 minutes

Display Slide

6. Explore reactions about the process



[Back](#)

DO

- Explain that the 3rd step of implementation is **Explore reactions about the process**. This process can often get skipped because it may not be important to the process.
- Ask participants why this part of the process is important to the overall solution.
 - Answers will vary.
 - But overall explain that by exploring the final feelings and reactions then both parties can “Refresh”
 - Disputing parties will be invited to share perspectives on the process.
 - Share your own perspectives on the process and what you saw during the process.
 - Allow this focus to be on the process to move the conflict event to a close.
- Select the **Back** button to move to the main page and **select the E of the 2nd part**

Practicing the Process and Wrap-Up

Slide #45

Timing: 10 minutes

Display Slide

Let's Practice



DO

- Ask participants if they have any questions about the IBE-IBE process.
- Direct participants to their workbooks to practice identifying which stages of the IBE-IBE process each scenario will need to move towards to resolve the conflict.
- Announce that participants will have 10 minutes to work on the practice.
- After 10 minutes, go over the answers of the scenarios.

Slide #46

Display Slide

Timing: 3 minutes

Wrap-Up

01	Recognize the main reason for conflicts and three common types of conflicts.
02	Identify unconscious threat responses that factor into everyday conflicts.
03	Differentiate the five conflict resolutions modes.
04	Recognize the key principles of conflict management.
05	Follow the correct steps of conflict management that leads to long-term conflict resolution.

DO

- Ask participants some Poll questions (ask participants to use their fingers or choose another option that you want to use). Alternatively, you can send out a google survey for participants to use for this process and can be used for virtual participants.
 - On a scale of 1 to 5 with one being “really confident” to 5” being totally lost” about:
 - Recognizing the reasons for conflict
 - Identifying potential unconscious threat responses during conflict
 - Differentiate the conflict modes
 - Recognizing the key principles of conflict management
 - Following the correct steps of conflict management
- For those that are still lost, provide them with additional resources that they can take back with them.

Wrap-Up

Slide #47

Display Slide

Timing: 2 minutes



DO

- Ask participants if there are any questions or concerns and remind them to look at the additional resources for assistance in the future.
- Review that they can now:
 - Recognize the main reason for conflicts and three common types of conflicts.
 - Identify unconscious threat responses that factor into everyday conflicts.
 - Differentiate the five conflict resolutions modes.
 - Recognize the key principles of conflict management.
 - Follow the correct steps of conflict management that leads to long-term conflict resolution.