



Managing Conflict Effectively

Friday, September 6, 2019

UNC School of Government

8:30 am	Registration & Full breakfast available
9:00 am	Welcome, overview of course objectives, introduction exercise
9:25 am	Demonstration of role play: a typical conflict
9:45 am	What happens in our heads – and bodies – when we experience conflict
10:00 am	Respond, don't react: learning how to lower our "ladder of inference"
10:30 am	Break
10:45 am	More tools to reduce frustration (yours and theirs) and increase understanding
11:45 am	Demonstration role play: "Take 2"
12:00 pm	Lunch - <i>SOG Dining Hall</i>
12:45 pm	Skill practice in small groups
2:00 pm	Break
2:15 pm	Skill practice in small groups
3:15 pm	Creating your action plan to continue to develop your skills
3:45 pm	Next steps and evaluation
4:30 pm	Adjourn