

Managing Conflict Effectively

September 7, 2018

School of Government, Chapel Hill, NC

Friday, September 7

- 08:00 am** Registration & full breakfast available
- 09:00 am** Welcome, overview of course objectives, introductions exercise
- 09:25 am** Demonstration of role play: a typical conflict
- 09:45 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"
- 10:30am** Break
- 10:45am** More tools to reduce frustration (yours and theirs) and increase understanding
- 11:45 am** Demonstration role play: "Take 2"
- 012:00 pm** Lunch
- 012:45 pm** Skill practice in small groups
- 02:00 pm** Break
- 02:15 pm** Skill practice in small groups
- 03:15 pm** Creating your action plan to continue to develop your skills
- 03:45 pm** Next steps and evaluations
- 04:30 pm** Adjourn