

THE LEADERS ROLE IN RESOLVING CONFLICT LEAD 6253

Course Outline

Description: This course introduces collaborative approaches to resolving conflict as well as interest-based problem-solving. It operates as a stand-alone course for anyone seeking to enhance their skills in conflict management. It is also a pre-requisite for most other courses in the Conflict Management certificate program including Negotiation Skills and Processes, Mediation Skills and Processes and Non-Neutral Skills and Processes.

Course Goals: To provide participants with the concepts and skills to effectively manage conflict as leaders in their organizations.

Course Objectives: At the completion of this course, students will be able to:

- Using 'Whale Done' techniques and philosophy decrease the frequency and intensity of potential conflicts
- Use the Circle of Conflict analysis tool to minimize frustration and wasted effort so that they can focus their time, attention and the discussion on segments of the Circle that yield results
- Analyze their current conflict handling habits, recognize the five conflict handling modes and choose the mode to fit the situation, using the Thomas Kilmann Conflict Handling Mode Instrument. This includes understanding that Collaboration is not appropriate in every situation.
- Improve results and relationships by applying an interest-based approach to conflict, including articulating their own interests and drawing out others' interests through questioning skills.
- Appreciate the importance of satisfying others' procedural and psychological interests to deal with seemingly illogical resistance, achieve engagement in discussions and acceptance of outcomes
- Draw out the best in others in conflict situations:
 - by learning to shift their own perspectives on the conflict or the other person so as to enhance their non-verbal-communication
 - by listening actively, so as to cool others' emotion and enhance others' receptiveness to their point of view
 - by using assertiveness skills so as to create a positive or neutral response to their input
- Apply the skills and concepts learned in this course to a conflict in a real or fictitious situation.

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

Code of Student Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be

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imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/board/code.pdf>

Course Schedule:

Day One Topics

Dispute Resolution Continuum
'Whale Done' video
Assertiveness Skills
Circle of Conflict
Thomas Kilmann Conflict Handling Modes

Day Two Topics

Shifting from Positions to Interests
Non-verbal communication and perspective shifts
Listening Skills
Questioning Skills
Individual Analysis of conflict situation
Practice negotiation in small groups of individual conflict situations

Evaluation Method:

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
 - a. The course content was relevant and valuable.
 - b. The instructor conducted class sessions in an organized, well-planned manner.
 - c. The instructor explained concepts clearly.
 - d. The instructor displayed enthusiasm and energy in conducting class sessions.
 - e. The instructor made me feel comfortable in the learning environment.
 - f. The instructor encouraged my participation and interaction.