

CREATE

Conflict Resolution Education for
Academic **Teaching Environments**



**Spring & Fall, 2010
Faculty Development Series**

EXPLORING CONFLICT

Tues., June 22/10 3:30-6:30 p.m.

Interactive sessions to define conflict and look at factors that influence effective communication.

DEALING WITH DIFFICULT PEOPLE

Tues., Sept. 21/10 3:30-6:30 p.m.

Models and strategies will be explored.

USING ALTERNATIVE DISPUTE RESOLUTION STRATEGIES IN HEALTHCARE: NEGOTIATION AND MEDIATION

Tues., Oct. 19/10 3:30-6:30 p.m.

What is ADR? Principles and Practices; Negotiation and Mediation and much more!

CONFLICT RESOLUTION SOLUTIONS FOR EFFECTIVE TEACHING ENVIRONMENTS

Conflict causes decided tension and often produces poor professional outcomes. Conflict is not usually viewed as being positive or as an opportunity for improvement. Yet, conflict provides individuals with critical feedback on how things are going. This 3-part Series will stimulate thinking about the positive and negative aspects of conflict and how conflict can be raised and resolved productively.

Participants will be provided with insight into their current conflict resolution skills and styles and they will acquire models and strategies, together with group work exercises to deal with difficult people.

It is expected that interested participants register for the **FULL Series.**



PROGRAM FOR
FACULTY DEVELOPMENT

9 hrs – FAST Pathway

CREATE

Conflict Resolution Education for Academic Teaching Environments

Dates:

June 22, 2010

Sept. 21, 2010

Oct. 19, 2010



EXPLORING CONFLICT

Tues., June 22/10
3:30-6:30 p.m.

- Defining Conflict
- Factors influencing Effective Communication
- Conflict Spiral - It's impact within teams
- What frightens us about conflict ~ what engages us in conflict
- Sources of Conflict - In healthcare
- Defining our behaviour modes (Thomas Kilmann Assessment tool)
- Culture and Conflict
- Getting to resolution
- Scenario work - group work

DEALING WITH DIFFICULT PEOPLE

Tues., Sept. 21/10
3:30-6:30 p.m.

- Review "Not -so-Merry-Go round of Conflict"
- Assumptions and triggers
- Crucial Conversations - Review of model
- STATE process
- Creating safety
- Before and after scenario's - group work
- Boundary Model
- Creating Team Commitment

USING ALTERNATIVE DISPUTE RESOLUTION STRATEGIES IN HEALTHCARE: NEGOTIATION AND MEDIATION

Tues., Oct. 19/10
3:30-6:30 p.m.

- What is ADR - principles and practices
- Conflicts: Interest based, Rights based and Power based
- Negotiation - defining and understanding its role
- Ury/Fisher Model: Principled Negotiation (1. Separate the People from the Problem 2. Focus on Interests not Positions 3. Invent Options for Mutual Gain 4. Insist on Using Objective Criteria)
- Steps in Negotiation
- Scenario work : "Win as Much as You Can"
- Mediation - defining and understanding its role
- Steps in Mediation
- Scenario work: Mediating a conflict in Healthcare