

Design Document

Conflict Resolution Training for Supervisors

Subject	Topics to Include
<i>Business Purpose</i>	• Company X has seen an increase in employee turnover and decrease in moral and productivity. There is a need for supervisors to be trained how to recognize causes of workplace conflict, how to facilitate resolution of employee conflict and how to manage work relationships once conflict has been resolved.
<i>Target Audience</i>	• All supervisors that manage or supervise employees in company X
<i>Training Time</i>	90 minutes
<i>Training Recommendation</i>	• 1 virtual instructor lead course • Course would include a “day in the life” with scenarios employees and supervisors might encounter in interactions with other employees at work.
<i>Deliverables</i>	• Conflict Resolution PowerPoint Presentation • Facilitator Guide with Participant Guide Answer Key • Participant Guide • 1 virtual instructor led course
<i>Learning Objectives</i>	• Recognize causes of workplace conflict • Explain why it is important to resolve conflict • Utilize five methods to facilitate conflict resolution
<i>Training Outline</i>	• Introduction ○ Welcome, participation norms, agenda ○ Course overview, objectives • Causes of Conflict ○ Explain causes of conflict ○ Discuss consequences of conflict • Negative Employee Behavior Conflict Types ○ Discussion of negative behavior conflict types: firecracker, cold shoulder, backstabbing, social zinger, trivial fights, have the last word • Five Methods for Conflict Resolution ○ Explanation of methods: competing, collaborating, compromising, avoiding, accommodating • Conflict Resolution Process ○ Explanation of steps in the process to resolve conflict • Conflict Resolution Scenarios ○ Participants will be placed in breakout rooms to work in groups ○ All scenarios will have the following format ▪ Review of conflict resolution methods and process steps

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	▪ Explanation of scene involving scenario employees and supervisor many encounter at work interacting with other employees • Participants will work in groups of 4 to resolve conflict ▪ Participants will decide which conflict resolution method or methods to use and explain their choice to the class ○ Scenario 1 – Inside Office – Competing Method ▪ Review of methods and conflict resolution process steps ▪ Scenario problem setup ▪ Group discussion and decide on resolution and action steps ▪ Share with class ○ Scenario 2 – Inside Office – Collaborating Method ▪ Review of methods and conflict resolution process steps ▪ Scenario problem setup ▪ Group discussion and decide on resolution and action steps ▪ Share with class ○ Scenario 3 – Inside Office – Compromising Method ▪ Review of methods and conflict resolution process steps ▪ Scenario problem setup ▪ Group discussion and decide on resolution and action steps ▪ Share with class ○ Scenario 4 – Inside Office – Avoiding Method ▪ Review of methods and conflict resolution process steps ▪ Scenario problem setup ▪ Group discussion and decide on resolution and action steps ▪ Share with class ○ Scenario 5 – Inside Office – Accommodating Method ▪ Review of methods and conflict resolution process steps ▪ Scenario problem setup ▪ Group discussion and decide on resolution and action steps ▪ Share with class • Reflection and Closure
<i>Evaluation Plan</i>	• Scenarios in breakout rooms • Chat and polls throughout course