**Conflict Management**

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1. Training Topic: Teaching individuals to effectively identify conflict, manage it, and resolve it with a group setting.
2. Audience: High school and collegiate level athletic coaches who have dealt with conflicts were not successful in their attempts to resolve the issues. The audience will go through a short activity to assess what issues they’ve experience with conflict, what they think they know about conflict, and what they hope to learn of it.
   1. Coaches will come to the board and classify which of the five conflict styles they fall into.
   2. Coaches will eventually be split up as evenly as possible so that there is equal representation in each group.
3. Tasks Analysis
   1. Clarifying the problem:
      1. Identify there is an issue
      2. Identify individuals involved
      3. Obtain all viewpoints involved (Use “I” messages)
   2. Generate and evaluate possible solutions
      1. Brainstorm, with involved individuals, how to solve their conflict
      2. Actively listen and give feedback
      3. Mediate to direct them towards goal that also fits team structure
   3. Decide what solution works best
      1. Process of elimination
      2. Group consensus
      3. Decide on solution
      4. Implement best solution
   4. Evaluate the solution
      1. Have group meet to discuss what worked and what did not work
      2. Suggest possible solution
      3. Celebrate areas of success
      4. Revise areas for improvement
4. Objectives:
   1. Define conflict, its causes, and consequences.
   2. Learn effective methods for dealing with difficult behaviors.
   3. Efficiently use a needs analysis to resolve and manage conflict.
   4. Practicing using the 4-step problem solving process to resolve conflict.
      1. Clarify Problem
      2. Generate and evaluate possible solutions
      3. Decide and implement best solution
      4. Evaluate the solution
   5. Determine your preferred conflict management style and when to use others.
5. Training Resources:
   1. Use of PowerPoint during the initial start of the presentation to show definition, cause, and consequences
   2. YouTube clips will be used to show proper use of the 5-Step problem solving process..
   3. Group collaboration will be used to allow for mock conflict situations.
6. PowerPoint & Video would be used as a training resource
7. We will set up a mock situation where the audience will be split into small groups and manage a conflict that we will present them with. The coaches are split up into groups equally with representation from each conflict style.
8. T & D Principle
   1. Tell – Educate the audience about conflict
   2. Show – Provide ways to solve conflict
   3. Do – Have them solve a conflict
   4. Encourage – Make sure everyone becomes involved
   5. Correct – Help with any problems or questions that may arise

**Mock Conflict situation**

Competing - Individuals of this style are very assertive and goes for what they want without consideration for other parties. This is a win-lose situation

Collaborating - Individuals work together to deal with their issues. This is the one win-win conflict style.

Avoiding - Individuals avoid any issues, hoping the issue will resolve itself.

Compromising - Individuals are all required to give up something to achieve getting what they want. This is a lose-lose situation

Accommodating - Individuals easily agree to what another person wants.

**Situation:**

The athletic department at your school is receiving $5,000 dollars in funding for new equipment. The five sports competing for this funding are Track & Field, Football, Soccer, Basketball, and Volleyball. Last year the football program received $1,000 dollars in funding whereas no other program received funding. The football coach strongly believes that they should still receive some funding.

The objective is to work with each other to come up with a fair division for the money. You are given 5 - 7 minutes to choose how the money is split.

**Rules:**

1. You can’t split the money evenly five ways

2. All members of the group must agree on the final outcome

3. If you don’t come up with a consensus, the Athletic department will not receive funding