

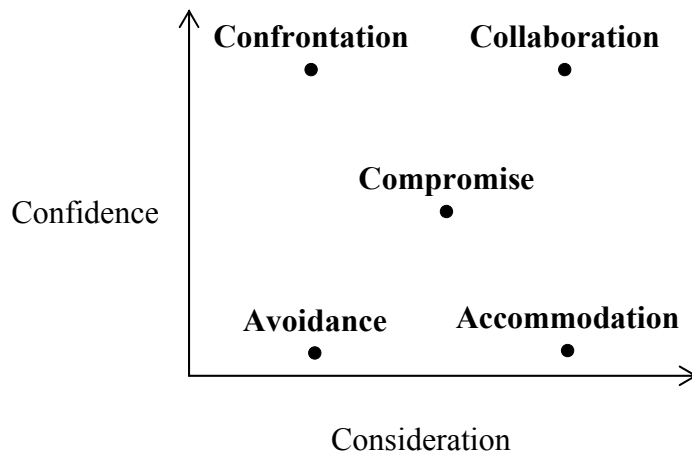
## RESOLVING CONFLICT

### Objectives

As a result of participating in this session, participants will be able to:

1. Understand the role of conflict in team performance
2. Apply strategies for creating collaborative solutions
3. Identify different approaches to conflict resolution

### Theme



There are five approaches to resolving conflict: confrontation, compromise, avoidance, accommodation, and collaboration. Each of these approaches involves a level of confidence that you will prevail along with a level of consideration for the other party's needs. Although compromise gives each side some of measure of success, collaborating until both sides have what they truly want is the best way to resolve conflict because it ensures that everyone is satisfied.

### Equipment

- ✓ Boundary Rope
- ✓ 8 Trollies
- ✓ 4 Raccoon Circles
- ✓ Assorted Equipment (e.g. tennis balls, marble tubes, rope place markers)

### Key Considerations

Resolving conflict becomes difficult when participants are conditioned to see all interactions as a zero-sum gain – in order for me to win, you must lose or vice versa. Although developing a win/win solution may take time to develop, it is likely to be the most successful in the end because both parties benefit and are therefore committed to carrying out the plan.

## Warm up Activity

### ▲ Cross the Line (*A Teachable Moment*, p. 15)

Watch that any physical actions (ie. pulling people) remain safe.

Take time to reflect on this activity using the questions suggested in the write-up for this activity. It will serve as a valuable front-load for the initiative.

## Initiative

### ▲ Life Raft (*Teamwork & Teamplay*, p. 111)

Follow the safety instructions provided for in-motion activities (p. 33) in the *Adventure Program Leader's Manual*. **Review these rules with the group.**

## Reflection

### ▲ All my neighbours who... (*A Teachable Moment*, p. 48)

Use the questions in the Discussion and Debriefing Topics section of Life Raft as the basis of the reflection. For example:

- All my neighbours who knew the definitive plan before they left the Life Raft
- All my neighbours who knew their contribution to the effort
- All my neighbours who encountered difficulties

Once participants are comfortable answering these type of reflection questions, encourage them to ask each other questions and continue the reflection session.

## Notes