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Welcome to Solving Conflicts Big and Small: Conflict Identification and Resolution Skills For Work and Home.

My name is [NAME], and I am [TITLE/ PROFESSION].

Course Introduction

This workshop is intended to be very interactive. We will be discussing a real life situation and drawing from the experience and knowledge of the people in this room.

Course Logistics

Review logistics with participants including:

- *Anticipated timing of breaks and lunch*
- *Availability of refreshments*
- *Location of rest rooms*
- *Location of phones*
- *Any other relevant logistics*

Workshop Agenda

- Welcome, introductions, learning objectives
- “What Would You Do?”
- Key ideas, tools, techniques, tips
- Discussion
- WAMM?
 - Applying what you learn to your job/life
 - Your commitment and plan





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Timing for
Module :

4 Hours

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There will be five parts to our workshop. They are:

- *My welcome, introductions of each of us, workshop learning objectives.*
- *Introduction to the scenario or story and a discussion of “What Would You Do?”*
- *Presentation of key ideas, tool, techniques and tips for handling conflict.*
- *Discussion of your own conflict management challenges and possible solutions.*
- *A section entitled “What About Monday Morning?” intended to provide you with an opportunity to think through how you can apply what you learned to your job and your life, as well as a commitment and plan for what you will commit to applying after you leave the workshop.*

Introductions/Objectives

- **Who am I? Who are you?**
- **Your objectives for this workshop**
- **Solving Conflicts Objectives**
 - How to recognize when it's time to deal with a simmering conflict.
 - Approaches for resolving conflict.
- **Start planning now for WAMM**

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▼ FLIPCHART

Flipchart Instructions:

Introduce yourself and explain how you were chosen/volunteered to be the facilitator for this workshop.

Ask participants to introduce themselves.

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Please tell us the following?

- *Your name*
- *Your role in the organization*
- *Your expectation for this module/what do you hope to learn*

Be sure to document expectations for review at the end of the session.

Review the Module objectives on the slide.

Explain that WAMM means “What About Monday Morning?” It is our way of asking participants to begin thinking, at the beginning of the module and all the way through, what changes will they commit to making after the workshop ends so that the result of attending this session is some type of positive change in the way they think and behave. Explain that training without behavior change back on the job or at home is often just a fun time and an interesting way to spend several hours. This training is meant to be practiced and used back on the job and/or at home.