

Navigating Conflict: A Primer for Managing Interpersonal, Small Group and Organizational Conflict

October 21, 2021 from 8:30 a.m. – 5:30 p.m.
OSU Corvallis Campus | Lasells Stewart Center



Course Description

This interactive workshop will help you build a foundational understanding of interpersonal, small group and organizational conflict.

You will learn practical applications that you can apply directly to your current situation as you learn how to:

- Work through individual conflicts
- Address workplace bullying
- Facilitate small group issues
- Improve an organization's conflict climate

You will also gain insight into how approaches to conflict management, based in research and practice, can be applied as a third party facilitator or as a leader within your organization. The format for this training is designed to provide a foundational, conceptual understanding of conflict as well as practical tools that can be used to address and manage both individual and team conflicts. Case studies, skill-building activities, tools for application, and supplemental resources will be included with presented material.

Prerequisites

No Class or Knowledge Required Before Taking This Course

Session Objectives

In this session participants will gain a foundational understanding of individual and team conflicts and learn basic skills to help you: 1) Work through individual conflicts, 2) Address workplace bullying, 3) Facilitate small group dynamics and 4) Improve your organization's conflict climate.

Workshop Agenda

Dynamics of interpersonal conflict

- Communication and conflict, resolution strategies... and the choices we make
- How culture, power, anger, and trauma affect communication and decision making
- Intervention and collaborative resolution models

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Addressing workplace bullying

- Stages, conditions, and options for addressing bullying
- Group case assessment

Interdependent relationships between interpersonal, group, and organizational conflict

- Case study part 1: A multidimensional conflict – where do I start?
- Understanding team conflict and conflict climate

Tools for addressing team and organizational conflict

- Strategy mapping and Nominal Group Technique
- Case study Part 2: Now what?

We'll close with a discussion of your organization's conflict management systems and culture for handling conflict: *What is your role when working through individual, team, or organizational conflicts, and what are your options?*

Students with Disabilities

Professional and Continuing Education seeks to accommodate the diverse experiences and learning styles of the students. If you require accommodation, please contact the PACE Enrollment Office at 541.737.4197 or pace@oregonstate.edu at least two weeks in advance of the session.

Expectations for Student Conduct

Student conduct is governed by the university's policies, as explained in the Office of Student Conduct: information and regulations.

In an academic community, students and faculty, and staff each have responsibility for maintaining an appropriate learning environment, whether online or in the classroom. Students, faculty, and staff have the responsibility to treat each other with understanding, dignity and respect. Disruption of teaching, administration, research, and other institutional activities is prohibited by Oregon Administrative Rule 576-015-0015 (1) and (2) and is subject to sanctions under university policies, OSU Office of Student Conduct.

Academic Integrity — Students are expected to comply with all regulations pertaining to academic honesty, defined as: An intentional act of deception in which a student seeks to

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claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Conduct in the classroom — Students are expected to conduct themselves in the course in compliance with the university's regulations regarding civility. Students will be expected to treat all others with the same respect, as they would want afforded themselves. Disrespectful behavior to others (such as harassing behavior, personal insults, inappropriate language) or disruptive behaviors in the course (such as persistent and unreasonable demands for time and attention both in and out of the classroom) is unacceptable and can result in sanctions as defined by Oregon Administrative Rules Division 015 Student Conduct Regulations.