



## Learning Activity 11–6: Resolving Conflict

### OBJECTIVE

The objective of this learning activity is to

- ♦ practice the skills of conflict resolution by addressing a specific situation and proposing solutions.



### MATERIALS

For this activity, you will need

- ♦ Training Instrument 12–5: Resolving Conflict, one copy for each learner
- ♦ Tool 12–2: Conflict Management Strategies, one copy for each learner
- ♦ flipchart pages and markers
- ♦ masking tape for each group to post pages.



### TIME

- ♦ 25 minutes

### INSTRUCTIONS

1. Divide the class into four groups.
2. Assign one of the scenarios on Training Instrument 12–5 to each group.
3. Give them 10 minutes to come up with a list of ideas to address this conflict. They'll get some ideas by using Tool 12–2. Have them create their list on a flipchart page.
4. Each group will present its list and discussion points while the rest of the class takes notes, using the space on Training Instrument 12–5.
5. After the exercise, conduct a debriefing discussion, using these questions.

***DISCUSSION QUESTIONS FOR DEBRIEFING***

- ♦ Do you have any recommendations to add to these lists?
- ♦ What do you think are the biggest challenges to resolving workplace conflicts?
- ♦ What is something you will use from these lists?