

# LEARNER WORKBOOK

Unit 10 - Conflict Resolution



RSAS Training Strategy Project 2018



## Activity 1: Discussion

Time required: 5 to 7 minutes

### Instructions:

- a) What kinds of conflict have you found in your RSAS role?
- b) What are the causes of this conflict?
- c) Write these up on a flip chart so you remember them for later





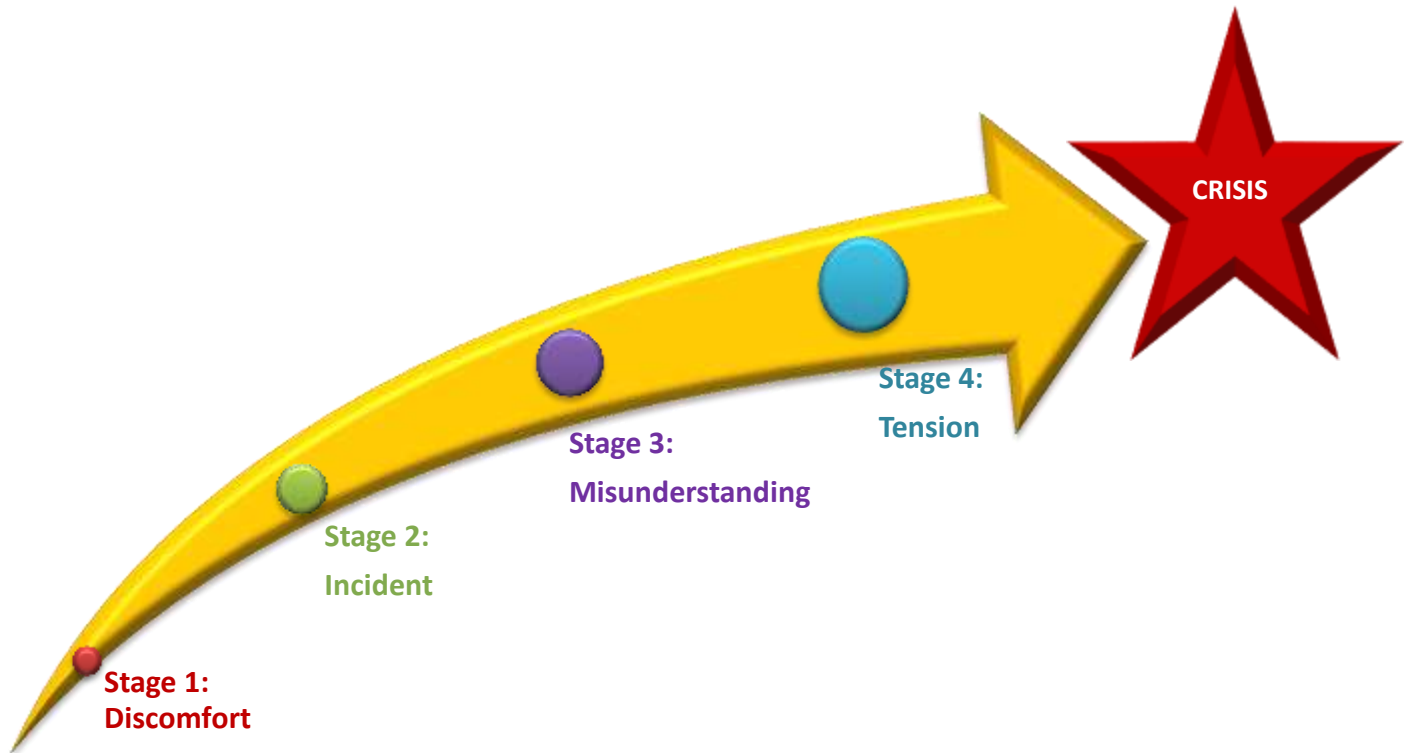


## Activity 2: Stages of Conflict

Time required: 10 minutes

### Instructions:

Choose a conflict example from one of those discussed in Activity 1. It could be any type of conflict however large or small. Consider the diagram and discuss each of the phases of conflict and what happened.



### Stage One

How did this situation arise?

### Stage Two

Was this incident a repeat of something that happened before?

Were words exchanged that made you feel angry or sad?

### Stage Three

Do you believe the other person didn't understand what you were trying to do or say? Why?

Do you think you may not have understood what they were trying to do or say? Why?

### Stage Four

Have you avoided the person because of this conflict?

Do you feel it's unresolved and you can't carry on a normal relationship with the other person as a result of the conflict?

### Stage Five

Has there been a big crisis?

What was threatened?

Were the threats carried out? eg. I am leaving my role, I am not bringing my child to school etc.

Was the outcome positive or negative?





## Activity 3: Reflection on our Role in Conflict



**Time required:** 20 minutes

### Instructions:

For this activity you might like to work alone, or you might like to choose a partner to work with. Your trainer will lead you through the process.

1. In more detail, describe the incident you were part of in Activity 2 and what happened. You can use a journal format, a mind map or simply a quiet inner reflection.
  - a. Look at your feelings.
  - b. How did you feel as the event unfolded?
  - c. What emotions did you display?
  - d. What emotions did the other party show?
  
2. Identify your feelings at the time and how others felt
  - a. How did you feel, physically and emotionally?
  - b. How do you think the others involved were feeling?

3. Evaluate what was good and bad about the experience
4. Having established the emotional state of all parties involved, assess whether your own emotions and behaviour affected the outcome.
  - c. Did you cause the heightened emotions in the other party?
  - d. Did your emotions make things worse?
  - e. Did you try to anticipate the potential emotional reactions of others?
  - f. Did you try to prepare for the incident and how others might respond?
  - g. Did your emotions divert the focus from the desired outcome?
5. Having identified your emotions and your part in the incident and how this impacted on the outcome, consider what you would do now when faced with a similar situation.
  - a. What would you do differently?
  - b. What did you do well and could you have done more of this?
  - c. If you lost control of your emotions, what techniques might you use to gain better control?
6. When you have decided what you should and could change in regard to your emotions and behaviour, create a plan to achieve the changes you want.
  - a. Set a clear objective
  - b. Make it small enough to be achievable
  - c. Specify the tasks required
  - d. A time frame for doing this
  - e. How you will monitor your progress.



## Activity 4: Interactive Role Play

Time required: 20 minutes

### Instructions:

- a) Divide into groups of four.
- b) Choose another conflict situation that you are facing or have faced where there has been an incident.
- c) Two people will take the role of one side, and the other two will take the role of the other side.
- d) Once you have decided on your conflict situation and your roles, each group will role play the conflict resolution process in front of the full class group. Your trainer and the audience will act as coaches to help you through the process.





## Activity 5: Your Conflict Resolution Skills

Time required: 5 minutes

### Instructions:

- Identify what skills you use in the conflict resolution process
- What skills do you need to develop?
- Write them in the table

Skills I Use	Skills I Need To Develop







## Activity 6: Optional - Observing mediation at work



**Time required:** 15 minutes

### Instructions:

- a. As a group decide on one conflict that one or more of you have found really difficult to resolve.
- b. Two volunteers will be called on to take the parts of each side.
- c. For this activity, your trainer will act in the role of a mediator.
- d. At the end of the demonstration, discuss
  - i. what you noticed
  - ii. what you learnt about mediation that is different to other forms of conflict resolution
  - iii. anything you liked and disliked about the process
  - iv. how you could use mediation



## Activity 6: Planning for Conflict Resolution

Time required: 15 minutes

### Instructions:

- Choose one conflict or potential conflict that you have discussed today.
- Decide what you need to do to prevent it or resolve it. Decide when you will do this.
- Identify skills you need to prevent the conflict escalating in the future.
- Which skills need to be developed? (See Activity 5) Work out with your trainer how you will develop these skills.

The conflict:			
Action Required	Date	Skills I Need	Skills Development

## Note Page:



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