

**Course Title:**  
Conflict Resolution

**Course Length**  
6 hours

**Course Description:**

This course represents a beginning step for public officials who face various forms of conflict in their dealings with the public, within their own governing unit, with other governing units, or with personnel serving on their watch. It suggests options and ways of approaching conflict that helps insure more productive outcomes in the short- and long-run, including better working relationships, less litigation, and effective decision making.

**Objectives:**

1. Encourage participants to examine and understand their personal reactions to conflict
2. Enhance an understanding that we have options in the way we respond to conflict, and that our reactions to conflict impact what happens during the conflict
3. To present a model of effective negotiation
4. Examine how the model applies to a variety of types of conflicts common in local government environments

**Course Outline:**

- 8:30-8:45 Welcome/Introductions
- 8:45-9:00 Workshop overview/goals  
Participant goals (working in small groups)
- 9:00-9:30 Thinking about conflict - typical reactions  
Responses to conflict (Thomas Kilman Style or other and debrief)
- 9:30-10:00 How to improve your capacity to resolve conflicts effectively:  
A model of effective negotiation
- 10:00-10:15 Break
- 10:15-11:45 What it means to focus on interests, not positions
- Exploring interests, needs, desires, concerns, fears
  - Breaking problems into manageable chunks
  - Working up from your "bottom line"
  - Looking forward, not back
- 11:45-12:00 Lunch
- 1:00-2:00 Inventing options for mutual gain
- Developing multiple options

- Brainstorming
- Identifying shared interests
  - Evaluating options
- Relying on objective standards
- What are fair standards
- What are fair procedures
- Selecting the best options

2:00-2:15 Break

2:15- 3:00 How to separate people from the problem

- Being soft on people, hard on problems
- Suspending suspicion
- Selecting the best steps for the situation

3:00-3:20 Putting negotiation in context

- Pros and cons of other forms of negotiation
- Questions and Resources/Evaluation

3:20 – 3:30 Wrap Up and Evaluation