Conflict Management and Resolution Workshop | Session 2 | January 21, 2021

Hello fellow learners! *[approx.. reading time of <1 minute]*

Just a quick peek of what we'll cover in our 2nd meeting today. Imagine it's a traditional in-person 8-hour course. We just finished the first half of the morning with much of the usual intros, foundation setting, and plain old getting started. It's now the mid-morning break and here is/are what you can expect for this 2nd half before lunch as well as some prompts to get us all thinking.

Brief mental exercise: Think about some (1 or a few) of your *best* conflicts and your *worst* conflicts. They can be from work settings or personal ones. What made them best and worst? Don't consider "why?", instead think about "what happened?" How did you feel? During? After? How did it resolve (even if it seemed like it didn't resolve)? And no fear – I won't be asking anyone to share their worst conflict stories!

Preview for today:

- Separate people from the problem
- Be easy on people – be hard on problems (together!)
- What is the actual problem statement? (Much of the time we bring solutions without discussing what we're hoping/needing to solve)
- Positional vs principled negotiations – which should we use?
- Communicating = listening + asking
- Trust vs confidence – how do they relate? Which likely matters more to the other person(s)?
- And my fave! Risk + cognitive biases = risk perceptions, -> decision-making (such a seemingly simple equation, right?!)

Case study 1: You walk into a lab. It is "over-flowing" with chemical and lab equipment on the benches. The floor has stuff just everywhere! And there is a fridge that looks old. The fridge section is pretty full. You open the freezer compartment and you're staring at a solid block of ice with unknown containers locked within the ice. Cool! The researchers think it's fine and normal. The PI is unresponsive. So, what's your plan for resolving this? [If this were easy, anyone could do it … and what would be the fun!]