

## Conflict Management and Resolution Workshop | Session 3 | January 26, 2021

Hello conflict managers and learners! [~1 minute reading time]

Now that we're on our extended lunch break, we're half way done and half to go. More topics, more exercises, more discussions still to come.

Our thought prompt for us all to consider:

*How do cognitive biases and risk perceptions help us to understand why people see covid-19 risks so differently? One area to help you get started – try listing all of the risk factors you can think of [you may wish to sort them into buckets]? What might that feel like to others?*

**Preview for Tuesday's class:**

1. How active a listener are you?
2. What kinds of probing questions do you ask?
3. How empathetic are your statements?
4. Are we trying to win the argument ... or are we trying to solve the problem?
5. What traits do you have that helps you (or hurts) as a mediator?
6. Relationship-building – what has worked for you?
7. Power of storytelling – It's likely more than you think
8. Ego maturity anyone?
9. 3<sup>rd</sup> set of case stories – learners' and others (please feel free to share yours!)

**Case study 2:** You get an email from a PI whom you know well. "Hello [your name], Can you do a chemical investigation in my lab? We have one grad student researcher who has experienced some health effects and is concerned about exposures in the lab. I'd like you to interview everyone individually as a start. It's up to you where you decide to go from there. I'd rather not give you more as I want to ensure you can remain objective and not influenced by anything else I'd add. Thanks, [their name]".

How would you proceed?