

Managing Conflict Cards



FACTSHEET

How (and how not!) to handle conflict at work. An engaging, interactive introduction to the topic.

30-50 mins each + debrief

3-24 (in 1-4 teams of 3-6 per team)

For staff at any level

No computer required

£ 295 ex VAT



Managing Conflict

How to handle
conflict at work



Learning objectives

- to explore key points for handling conflict situations
- to understand the importance of spotting signs of conflict early
- to consider the potential damage conflict can have on morale and productivity
- to learn about the difference between positive and negative conflict
- to consider some basic DOs and DON'Ts

About the activity

The pack contains sets of 30 'Conflict Cards' for teams to work through, designed to provoke thought, generate discussion and help formulate strategies with which to handle conflict. There are three types of cards:

- **True or False Cards** contain statements on aspects of conflict at work. Groups decide whether they are, on balance, true or false. All decisions are noted along with the group's reasoning, ready for the debrief.
Example: *A major cause of conflict at work is CHANGE. Changes at work are often resisted by staff and this can lead to conflict between managers and employees.*
- **Round Robin Cards** enable participants to consider what happens in conflict situations and to draw on their experiences in the workplace.
Example: *Which of these statements is true?*
 - a) conflict makes teams less effective
 - b) conflict makes teams stronger
 - c) conflict is frightening and undermines morale
 - d) conflict is creative and increases understanding
- **Real Situation Cards** describe real cases of conflict in the workplace and ask how they would manage the situation.
Example: *Shami was pleased to hear that a new person had been recruited to help her with purchasing. But after three weeks colleagues notice*

Once groups have worked through all 30 Cards, or as many as time allows, and made notes, the Debrief follows. Responses to cards are compared and contrasted to extend the exchange of ideas. Can they agree a list of effective, guiding principles for handling conflict situations back at work? Two handouts, Key Points and Top Ten Golden Rules are supplied.

Pack contents

- Trainer's Notes
- Set of 30 Cards x 4
- Set of Cards in PDF & PowerPoint format
- Handout: Dos & Don'ts
- Handout: Top Ten Golden Rules

This activity is supplied digitally and the Cards are also supplied in printed format for face-to-face training sessions.

Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Ideally suited to

Looking at the interpersonal and management skills needed to resolve workplace conflict. This activity covers the importance of talking with people, listening carefully, having the right focus, clarifying points and developing a plan together.

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Customer reviews

“ As always with Northgate, this is an *excellent development activity*. The Managing Conflict Cards are useful discussion aids and *thought-provoking*.

C. Jeffreys-Hoar, Ricoh UK

“ Northgate couldn't be more helpful and always get back to my enquiries incredibly quickly. The activities are *highly popular* with our staff and have *reinvigorated* how we do training at Ecclesiastical Insurance.

Sarah Holroyde, Learning & Development Consultant, Ecclesiastical Insurance



Trainer's role (full guidance supplied in Trainer's Notes)


- Give a brief introduction.
- Arrange participants into groups (of 3-6 per group).
- Issue each group with a set of Cards.
- Observe groups at work - noting any points that could be useful for the Debrief.
- Lead a Debrief to review group responses to the cards and share ideas and experiences.
- Draw up key learning points.
- Issue the **Key Points** and **Top Ten Golden Rules** handouts.

Northgate says...

There are lots of strategies we use in response to conflict. We can adopt avoidance tactics and withdraw, we can compete to win at all costs and we can graciously give in to the wishes of others. But there are other, better strategies! They're about being assertive, collaborating, cooperating and compromising.

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Northgate customers

