



# The Skilled Group Leader: Resolving Conflict

## Objectives:

Participants will:

- ✓ understand the positive and negative aspects of committee conflict
- ✓ recognize the elements and stages of conflict
- ✓ learn the guidelines for resolving conflict
- ✓ understand guidelines for resolving conflict
- ✓ determine one's style of dealing with conflict
- ✓ understanding sources of conflict
- ✓ understand techniques for dealing with challenging personalities

## Advance Preparation:

- ✓ review lesson plan and background information
- ✓ prepare handouts and worksheets
- ✓ prepare overhead transparencies

## Materials Needed:

Handouts for each participant:

- ✓ ["Stages of Conflict"](#)
- ✓ ["Guidelines for Resolving Conflict"](#)
- ✓ ["What's Your Style"](#)
- ✓ ["Conflict Worksheet"](#)
- ✓ ["Three Steps to Deal with Conflict"](#)
- ✓ ["Five Main Sources of Conflict"](#)
- ✓ ["Techniques for Challenging Personalities"](#)

## Time Needed:

- ✓ Preparation: 2 hours
- ✓ Presentation: 1 hour

## [BACKGROUND](#) (pdf)

## INTEREST APPROACH

- Play out a scenario where one person is particularly difficult in a crowd. This can be over any minor detail that would be somewhat humorous to the group you are meeting with currently.
- Ask the group to identify what they think is wrong and how it can be corrected.

## LESSON

### I. KEY ELEMENTS OF CONFLICT

**Handout: Stages of Conflict**

- A. Tension Development
- B. Role Dilemma
- C. Injustice Collecting
- D. Confrontation
- E. Adjustments

### II. GUIDELINES FOR RESOLVING CONFLICT

**Handout: Guidelines for Resolving Conflict**

- A. Underneath incompatible positions lie compatible interests
- B. Every side usually has something valuable to say
- C. Issues become polarized when there is little or no dialogue
- D. High emotions charge the issue
- E. Parties will focus on differences
- F. Parties may become defensive and protect, justify, or explain their position
- G. Parties will immediately want to discuss their individual needs
- H. Parties often feel their story has not been heard
- I. Identifying and understanding the desired outcomes will result in progress
- J. Conflict creates emotions and feelings which are barriers to progress

### III. WHAT'S YOUR STYLE?

**Handout: What's Your Style?**

- A. Avoiding
- B. Accommodating
- C. Competing
- D. Collaborating
- E. Compromising

#### IV. THE THREE STEPS TO EFFECTIVELY DEAL WITH CONFLICT

**Handout: Three Steps to Deal with Conflict**

- A. Define the situation
- B. Search for alternatives
- C. Make a decision

#### WHAT'S CAUSING THE CONFLICT

**Handout: Five Main Sources of Conflict**

- A. Root problem
- B. Resources
- C. Interpersonal
- D. Interests
- E. Facts

#### V. TECHNIQUES FOR DEALING WITH CHALLENGING PERSONALITIES

**Handout: Techniques for Challenging personalities**

- A. Assess the situation
- B. Stop wishing the person were different
- C. Distance yourself from the difficult situation
- D. "Keep your cool"
- E. Formulate a plan to interrupt the situation and carry it through
- F. If your strategies for coping don't work, stop your efforts for the time being
- G. Keep it all in perspective
- H. Specific personalities and strategies to deal with them
  1. complainers
  2. indecisives
  3. super - agreeables
  4. negativists
  5. experts
  6. silent - unresponsives
  7. hostile - aggressive

### **APPLICATION**

- Use the techniques in decision-making processes and in situations where conflict needs to be resolved.
- Adapt the process to the group and the situation.

### **REFERENCES**

*Working with People*

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