**Conflict Management – 40 Challenges Project**

Any sort of conflict in an office setting is guaranteed to damage your productivity. Its bad effects don’t end there, however; conflict makes people unhappy, and the damage it does to company culture can overwhelm every other aspect of the work environment. Your employee turnover will rise if people don't enjoy being at work, and your organization will repeatedly suffer the disruption and costs of replacing employees. Head off this negative scenario by inviting dueling staff members to participate in the following conflict resolution games.

**1. The Active Listening Conflict Management Activity**

Learning active listening helps to reduce conflict management issues.

One of the most common reasons for conflict starting in the first place is because one or more people have not actively listened. Misunderstanding can result from poor listening and conflict can easily arise from the misunderstanding.

Activity: 15 minutes.

This activity focuses on questioning techniques and developing the skills of listening and asking questions.

**Getting Started**

1. Ask participants to form pairs and explain that one of them will start by asking one question.

2. The other person will then either just answer the question or answer and follow up with another question, but which must build on the previous question. So, they cannot change the topic. The follow-up question must be connected to the previous question.

3. The challenge is to see how long they can continue the dialogue for using just one question as a foundation for the conversation.

4. Give them up to 4 minutes.

5. Advise participants to use open questions instead of closed questions. Closed questions are those that require just a yes or no answer.

For example, ‘Do you like coffee?’ the answer is usually either yes or no. Open questions start with ‘what’, ‘how’, ‘why’, ‘who’, ‘when’, ‘where’ and they usually require more than a yes or no answer.

For example, if you ask: ‘What drinks do you like?’ the person who answers can say a lot of things and elaborate.

6. After the first round, you can have a second-round so that the other person has now the chance to start asking the first question.

7. At the end of the two rounds, start a discussion. You can ask questions such as:

-How challenging did you find this activity?

-What did you learn from it?

-How could you use open questions during a conflict?

-How could this questioning technique help during a conflict?

**2. The Positive Definitions Game Ice Breaker**

Conflict management courses.

Activity: 20 to 30 minutes.

Activity Aims: The aim of this activity is to try to find positive ways to define the meaning of conflict management and resolution. Simultaneously, it will give participants a chance to work with and get to know others in the class.

1. Separate participants into groups of 4 or 5 and give them a large marker pen and a large sheet of paper.

2. Inform the teams that they must answer the 3 questions:

-How would you define conflict management?

-What negative problems might be caused by conflict in the workplace?

What positive outcomes can result from conflict in the workplace?

3. Ask then to write the titles ‘Definition’, ‘Negatives’ and ‘Positive’s’ and to list their answers under those headings.

4. The teams should agree with their team members what they consider the definition of conflict management is, before writing it on their sheet of paper.

5. After the allotted time is up, have one person from each group, say aloud to the class, what their definition and positives and negatives were, that they listed.

6. These sheets of paper can be taped to a board or somewhere in the classroom to be viewed during the training.