SESSION FIVE
CONFLICT RESOLUTION

Conflict Resolution is the understanding of the dynamics of human negotiation among conflicting interest groups and how to achieve mutual agreement.*

Rational for Conflict Resolution Training
The following learning objectives were developed from the needs assessment distributed to peer leadership groups at the University of South Carolina, out of the Office of Student Engagement and Development. From the collected data it was found that all student leaders at Carolina should understand how to resolve conflict effectively within their organizations.

Learning Objectives:*,**
As a result of this training, students in leadership positions will be able to:
- Recognize and understand characteristics of conflict and their negative effects on the organization (adapted)
- Develop collaborative problem solving skills; including active listening, formulate and express desired outcomes, develop and analyze options for resolution (adapted)
- Demonstrate knowledge of ethics of collaborative conflict resolution; including neutrality, confidentiality, objectivity, respect for differences and honesty (direct)
- Understand that conflict can be positive and productive
- Understand their own conflict management style
- Learn how to manage conflict in a group to build consensus
- Apply conflict management concepts to possible situations they may face as a leader

Knowledge, Skills, and Abilities:
As a result of this training, the student leaders will possess the following knowledge, skills, and abilities:
- Recognize and acknowledge conflicting behaviors within their organization
- Will have more knowledge on their personal conflict management style
- Will have more knowledge of how others in their organization approach conflict
- Will learn others’ conflict management styles versus their personal style
- The ability to utilize problem solving skills to obtain a resolution in a time of conflict
- Will recognize and understand the importance of honesty, neutrality, confidentiality, objectivity, and respect for differences in others
- Will have better skills and be more confident when addressing conflict
- Will be able to recognize the positives in conflict resolution

Suggested Learning Environment:
- High Collaboration, Low Self-Direction
  - Discussion and group activity focused, little facilitator direction
- A large, open classroom with plenty of room for activities
- Lecture style setting, that includes desks, to facilitate discussion
- Room must include a dry erase board/chalkboard with markers/chalk


** The University of South Carolina- Leadership Programs. To contact or find more materials similar to these, please go to http://www.sa.sc.edu/leaders/.