

**Description of Organization:**

Due to the nature of small companies, the employees often have a closer-knit community dynamic which offers a unique set of challenges concerning conflict management. The dynamic of every small company is different and if upper-management fails to meet the needs of said dynamic, unresolved conflict can create serious problems that obstruct company flow and efficiency.

**Rationale:**

Conflicts can arise in any workplace environment and how those conflicts are managed can have a lasting impact on the company's dynamic. The ability to effectively manage conflict is crucial to any person in a management position, and can potentially save a company in time, money, and headaches. A better understanding of conflict management can improve the lives and work habits of every employee, making for a more motivated and hardworking staff. Successful conflict resolution training can result in stronger relationships between co-workers, reduced tension in the workplace, and an increased understanding of those you work with.

**Workshop Objectives:**

- Bring a group of people together that are interested in conflict resolution.
- Discuss the importance of communication and how it relates to conflict resolution.
- Discuss ways to resolve conflicts in the workplace.
- Participate in activities that build interpersonal skills.
- Equip participants to effectively resolve conflicts.

**Workshop venue:**

Where: Plemmons Student Union - Parkway Ballroom  
Room 420

The Venue:



The Parkway Ballroom in Appalachian State University's Plemmons Student Union is the best choice for our conflict resolution workshop. The venue provides plenty of space for table and chair set up, along with free space for exercises and activities. The room is equipped with two projectors, a podium and the ability to use a wireless microphone. The student union is within walking distance of the workshop's finale exercise located on King St. in downtown Boone, NC.

## Set Up:

Classroom Style



- Classroom style chair and table set up at the front of the room for a setting that promotes focus and discussion during presentations.
- Empty space behind chairs and tables for ice breaker, exercises and activities. (Extra chairs for activities).
- Back wall lined with tables for food, refreshments
- An additional table with name tags, notebooks, gift bags and sign ups for future workshops hosted by Prestige Worldwide.

**Schedule:****10 AM - 11:00 AM**

Arrival:

Meet and Greet

Introduction

opening question and answer session

Ice-breaker/ exercise #1: "Pushy Pairs" activity

**11:00 AM**

Presentation #1:

The Most Common Conflicts in the Small Business World - Why is interpersonal communication vital to the small business?

**11:30 AM**

Activity/ Exercise #2

"Minefield"

**12:15 PM**

Lunch Break:

Lunch Provided by Subway

**1:00 PM**

Presentation #2:

The influence of trust and task performance on conflict in the workplace.

**1:30 PM - 2:30 PM**

Walk to exercise #3

Exercise #3: Escape room

**2:30 PM-3:00 PM**

Wrap Up: Final Words

**Details:**

Registration: \$500 Per person

This includes all workshop activities, a gift basket, goodies, lunch, and refreshments.

Dress: Casual Dress and comfortable walking shoes are recommended.

**Budget:**

			<u>Conflict Resolution Workshop Budget</u>			
<b><u>Activities</u></b>			<b><u>Cost</u></b>		<b><u>Cost Per Person (30 people)</u></b>	
Escape Room			\$750		\$25	
			Total: \$750		Total: \$25	
<b><u>Food and Beverage</u></b>			<b><u>Cost</u></b>		<b><u>Cost Per Person</u></b>	
3 Subway Sandwich Platters			\$114		\$3.80	
3 Cases of Water			\$23.10		\$0.77	
12 Pack of Coke			\$3.33		\$0.11	
12 Pack of Diet Coke			\$3.33		\$0.11	
			Total: \$143.76		Total: \$4.79	
<b><u>Supplies</u></b>			<b><u>Cost</u></b>		<b><u>Cost Per Person</u></b>	
Note Pads			\$60		\$2.00	
Name Tags			\$1.99		\$0.06	

Gift Baskets			\$600		\$20	
Stress Balls			\$31.99		\$1.06	
			Total: \$693.98		Total: \$23.12	
<b><u>Rental Space</u></b>			<b><u>Costs</u></b>		<b><u>Cost Per Person</u></b>	
Room 420 Student Union			\$300		\$10	
			Total: \$300		Total: \$10	
Total Cost		\$1,887.74				
Total Cost Per Person		\$62.91				
Price Per Admission Ticket		\$500				
<b><u>Profit Per Person</u></b>		<b><u>\$437.09</u></b>				
<b><u>Total Profit</u></b>		<b><u>\$13,112.70</u></b>				

## **Exercise 1: Pushy Pairs**

This activity will involve nonverbal communication through forceful pushing.

Use: The goal of this activity is for people to see when they are in conflict or pushing on one another there is a lot of tension. When both try to resolve the conflict or stop pushing, they feel happy and relieved that the conflict is over. The point is that it is best to work out problems and resolve them rather than letting them build up and grow. People can sometimes keep pushing their beliefs on the other person and when one keeps pushing and pushing, no one can get anywhere and there can be no logical compromise or conclusion.

People and Material:

-Pairs

Time -10 minutes

Instructions: For this activity, People will be put in pairs. Then, they will both lift their arms to shoulder length and press their palms to the other person's. Both people will push on each other as hard as they can with their arms extended. They will keep pushing until it seems both people have felt the force from the other and then they will stop when told by the instructor. Both people should feel a sense of relief.

Follow Up: After the activity, the co-workers should reflect on how they felt when their partner was pushing and when they both stopped pushing. It is important then to discuss and understand how this conflict resolution exercise can help with conflicts in the workplace. The co-workers may then decide to try and discuss ideas with their co-workers instead of forcefully pushing their opinion or point of view onto the other.

## **Exercise 2: Minefield**

This activity will involve the use of verbal communication to resolve issues and learn to trust the co-workers.

Uses: The goal of this activity is to build a sense of trust between co-workers. Participants can see firsthand how necessary it is to work together and navigate the “minefield” of conflicts that can arise in a workplace.

People and Materials: Pairs

- Pairs of people

- Chair setup

Time - 35 minutes

Instructions: For this activity, the participants will pair up with someone they do not know well or have conflicts with that need to be resolved. One team member will be blindfolded and the other will tell the blindfolded person in which directions to walk through the minefield in order to get to the end successfully. The minefield will consist of chairs and objects in the room that can be easily arranged in a quick, two-minute time frame.

Follow up: After the activity, members will discuss how they did and if there was something they could have done to improve the outcome. It is then important for team members to reflect on how they can use what they have learned in their work setting.

### **Exercise 3: Escape Room**

This activity involves nonverbal and verbal communication to win the game by solving various puzzles and escaping the game room.

Use: The goal of this activity is to work together to solve puzzles and escape the room. Participants will learn firsthand how working together enables them to get things done quickly and effectively. Some participants may experience conflicts with one another or disregard help from team members. Soon; However, they will learn that in many situations one must learn to collaborate with others to win the game and also create a more cohesive work environment.

People and Material:

- Teams of 6

- Material provided

Time - 1 hour

Instructions: For this activity, it is best to arrive 15 minutes early and teams will be made up of six. First, participants will watch a video describing the backstory of the specific room to which they will be assigned. Participants will then be lead into their assigned room. The players will have to work together and find clues in the room that will be necessary for their escape. If they are able to do so in the given time frame, they win the game and have successfully worked as a team to achieve their goal.

Follow Up: After the activity, players should reflect on how they could have better communicated with their team members. They also should reflect on how they all handled conflicts and if they can do a better job in the future in a work environment. Some members may have yelled at others when they got frustrated, which could have made other team members mad and less willing to help solve the puzzles. Players should reflect on how one can effectively work in a team and solve problems.