



## **Conflict Resolution in the Library Workplace**

*Workshop Agenda*

*Fall 2003*

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Instructor

An Infopeople Workshop

### **Introduction to Conflict in Your Workplace**

- ◆ Healthy Versus Unhealthy Conflict
- ◆ Measures of Healthy Conflict
- ◆ The Two Sets of Rules for Communicating  
*Exercise #1 Better ways to discuss behavior*

### **The Three-Step Model**

- ◆ What You Want
- ◆ What do They Want?
- ◆ What Will You Change?  
*Exercise #2 Applying the written three-step model to your conflict*

### **The VAK Model**

- ◆ Visual Clues
- ◆ Auditory Clues
- ◆ Kinesthetic Clues  
*Exercise #3 Looking and listening for VAK clues*  
*Exercise #4 Case study: applying VAK to resolving conflicts*

### **Words That Work**

- ◆ Words That Work: and, yes, can, tell me more, next, instead...  
*Exercise #5 Practicing out loud words that work*  
*Exercise #6 Case study: applying words that work to resolving conflicts*

### **Your Immediate Action Plan**

- ◆ What Will You do Next at Your Workplace?  
*Exercise #7 Identifying a doable action*

### **Summary and Evaluation**

*There will be two 15-minute breaks and an hour for lunch.*