

**When Differences of Opinion Escalate:
Conflict Resolution Skills for Local Elected Officials
March 23, 2023**

Agenda

You will develop the underlying skills that enable successful conflict resolution when the stakes are high. A concept and skills will be taught followed immediately with reflection and skill application activities using real-time reflection sharing, participant breakout rooms, and report outs of individual assignments.

At the end of class, you will:

- Understand how emotional intelligence (EQ) and conflict skills connect
- Understand how we personally frame problems influences outcomes and learning the skills needed to stay objective
- Understand communication tools for avoiding or deescalating conflicts
- Understand how to leverage skills to resolve conflicts and effectively problem solve

Learning with an Engaged Training Model

10:00 a.m.	Welcome and Introductions Patrice Roesler Dr. Heather Lee, Developmental Associates LLC
10:15-11:00	Understanding how EQ impacts conflict resolution <ul style="list-style-type: none">• What does EQ have to do with it?• What is conflict?• How do our brains get us in trouble?
11:00-12:00	How we define a problem impacts our response <ul style="list-style-type: none">• How do I stay out of the drama triangle?• What are my hot buttons and how do I manage them?• How do the stories I tell myself influence my response?
12:00-12:30	Lunch Break
12:30-1:30	Communications Skills for avoiding or deescalating conflict <ul style="list-style-type: none">• Explain Reasons/ Contrast Statements• I Messages• Excavating Questions and Reflective Listening
1:30-2:15	Leveraging Skills to Resolve Conflict and Solve Problems <ul style="list-style-type: none">• Conflict Resolution Methods: The Thomas-Kilman Model• Influence• Agitated vs Avoidant Problem Solving• 10-10-10 Perspective Taking
2:15	Take away reflections
2:30	Adjourn