



Lombard Mennonite Peace Center 101 West 22nd Street, Suite 206, Lombard, IL 60148

PHONE: 630-627-0507
FAX: 630-627-0519
E-MAIL: Admin@LMPeaceCenter.org
WEBSITE: www.LMPeaceCenter.org

Conflict Transformation Skills for the Workplace

Conflict is an inevitable part of life in the workplace: interpersonal conflicts between staff members, disputes between supervisors and staff, organizational conflicts over policy and goals. A work setting charged with bad feelings, lack of trust, and unresolved or suppressed conflicts can undermine productivity and lead to bitter infighting.

One possible outline for an all-day workshop would be:

- 9:00-10:15 – **Introduction: The Nature and Role of Conflict**
Discovering Your Personal Style Profile for Communication at Work
- 10:15-10:30 – Break
- 10:30-12:00 – **Interpreting Your Personal Style Profile: Your Unique Strengths and Potential Excesses**
- 12:00-1:00 – Lunch (preferably on site)
- 1:00-2:30 – **Interpersonal Peacemaking Skills: How to be Effective When People are Angry**
- 2:30-2:45 – Break
- 2:45-4:00 – **Organizational Conflict: Understanding Conflict in Groups and How to Manage It**

Another topic that can be substituted for the final session is: **An Introduction to Mediating Interpersonal Conflict in the Workplace.**

The facilitator for such a program would be either Richard Blackburn, LMPC Executive Director, Victoria Wilcox, LMPC Assistant Director, or Bob Williamson, who serves LMPC in an Adjunct Faculty role. LMPC staff have broad experience in mediating a wide variety of interpersonal and organizational disputes, in addition to training people in conflict transformation skills.

Sessions will involve a combination of lectures, personal exercises, role-plays, and small and whole group discussion. The facilitator can also bring books on conflict management for purchase so that participants can continue learning after the workshop ends.

Peace center personnel are also available as consultants for organizations experiencing conflict either at the interpersonal or organizational level. Consultation is also available to help groups design better decision-making processes and organizational grievance procedures.

Groups interested in exploring the possibility of hosting a workshop can contact the Lombard Mennonite Peace Center at the above address or phone number.