

Managing Personality Types How to Work with People who do not Work Like You Elective 2

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SUMMARY:	In this session, we will assess our dominant “conflict style” and get to the bottom of why we struggle with certain personalities we meet. By practicing “I” statements when we speak and exploring real life scenarios, we will discover how conflicts can have a variety of solutions. - <i>Submitted by Melissa Shaw</i>
TOPIC(S):	Communication Skills, Relationship Building
LEARNING OBJECTIVE:	Participants will walk out of our session with a firmer footing in understanding their “conflict style” and having practiced approaches to conflict transformation.
AUDIENCE:	Fellows 18-22, Campers 13+, Max 30 participants
TIMING:	90 minutes
APPENDICES:	Conflict Management Styles Assessment I -Messages Hand Out
MATERIALS NEEDED:	Conflict style assessment handout, I- messaging hand out, chart paper, markers, pens,
SET-UP DETAILS:	1 chair per participant in a half circle around tables.

SESSION TIMELINE & OUTLINE:

5 minutes - Introduction to Conflict Resolution vs. Conflict Transformation

Discussion of what might be the differences between them.

5 Minutes - Fist Exercise

Participants will get into pairs and will be asked to choose one person to be A and the other to be B. Person A will then be asked to “get person B to open their fist” those will be the only instructions given.

All of the pairs will be allotted 1 minute to complete the task. At the conclusion, we will discuss everyone's methods, experiences, and results.

5 Minutes - Lemon Activity

Facilitator will tell a quick story that is set in a store with *only one* lemon. The facilitator tells the story of how two people walk into a store needing 1 whole lemon. Participants will be asked, in pairs, to discuss how to solve the problem. After this discussion, everyone will share out their decisions.

10 minutes - Zero sum (win/lose) vs. Win / Win- Discussion Question

Where and when might there need to be a win / lose outcome?

When and where can there be an outcome in which both people get what they want?

10 minutes - Assessment Survey

Participants will fill out an assessment survey to ascertain their dominant conflict style. The questions on the survey help each fellow to see if they most align with the Turtle, Fox, Teddy Bear, Shark or Owl. After results are tallied, we will discuss the dispositions of each type and how they might interact with one another.

15 minutes - Break out groups

Fellows will be asked to get into groups with the other participants that are also their "type" and to chart out their own strengths and weaknesses and then the difficulties and successes they have had working with the other types. Note: no one is only one type. We all have qualities of all the types. In this exercise, we will work with our prominent profile.

15 minutes - I-Messages

"When you are in conflict, you may have difficulty clearly articulating your situation without escalating the conflict. Using an "I" message can help you state your concerns, feelings, and needs in a manner that is easier for the listener to hear and understand. An "I-statement" focuses on your own feelings and experiences." - From the Office of the Boston University Ombudsman

Using an I-message checklist, we will concentrate on practicing authentic and constructive communication with a partner and feeling how speaking from our own perspective, without blame or shame of the other, can improve dialogue.

25 minutes - Role Plays

While still in their breakout groups, Fellows will be asked to come up with one or two examples of conflicts they have experienced with peers, campers, and/or with other staff. After the scenarios have been decided on and written down, we will share them out and ask participants to come up and act them out as representatives of their "type." Together we will try to transform the problem. After each one, we will discuss additional solutions to the suggestions we witnessed.