

» Resolve.

# Training Companion





# Foreword

Congratulations on participating in Resolve! You are about to experience something uniquely important. We hope you'll give it your all - the people who put their hearts into this course see those hearts changed. Minds are opened, jobs are secured, and relationships are saved - all through the application of the principles you'll learn here.

While many organizationally-sponsored training seminars take the form of stale lectures or monotonous online modules, this workshop is designed to be interactive and inspirational. In fact, you'll spend over half your time in the workshop playing games! Resolve offers life-changing insights from some of the brightest minds in academia - the kind of thing you would normally have to spend hours flipping through textbooks, trade books, and academic journals to access and understand - all packaged in fun games and activities. After each interactive experience, your facilitator will ask you and the other participants to share your insights. Engaging with your fellow group members is key to getting the most out of your experience.

This Training Companion is yours and yours alone. In it, you will find places and moments of reflection - including one to be completed before your first session. The thoughts you record are private and for your personal benefit; with very few exceptions (all of which will be announced), you will not have to share anything you would prefer to keep to yourself. This is intentional; you should feel comfortable being open and honest as you write in your Training Companion. There is no sense in being overly polite, tight-lipped or anything other than 100% yourself while recording your thoughts and impressions.

We encourage you to be all-in; participating with any less determination would be a disservice to your colleagues, your family, and yourself. We feel we are not exaggerating when we say that conflict management is one of the most important skills you can develop. Knowledge gained on this topic will support and serve you in every aspect of your life.

You've made the right decision. You're in the right place. You've got this!





What do you need and want from this workshop?

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Imagine you're at the end of the course and you've learned all you wanted to learn. How will you measure your success? How will you know that you've grown as a person?

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What do you need from the other participants in the workshop?

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What do I have to contribute to my fellow learners?

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# Session 1

## Common Uncommon

What do I have in common with every member of my team?

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What is unique about each member of my team?

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# If (Cave) Walls Could Talk





# Reflection One

Think back to the conflict you wrote about before attending Resolve. Feel free to refer back to your notes earlier in the Training Companion as needed. For this reflection, you'll be writing from the other person's perspective as you answer the prompts. Remember: only look at things from their side - don't interject facts or opinions that would weaken their argument and strengthen your own.

In your opinion, what is/was the issue?

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What caused it?

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What are you feeling?

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How would you describe the event to others?

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What would you like to have happen to resolve the conflict?

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# Session 2

## Conflict Styles



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**Avoidance - Lose / Lose**

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**Accommodation - Lose / Win**

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**Competition - Win / Lose**

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**Compromise - (Win/Lose) / (Lose/Win)**

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**Collaboration - Win / Win**

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# TRIP Goals

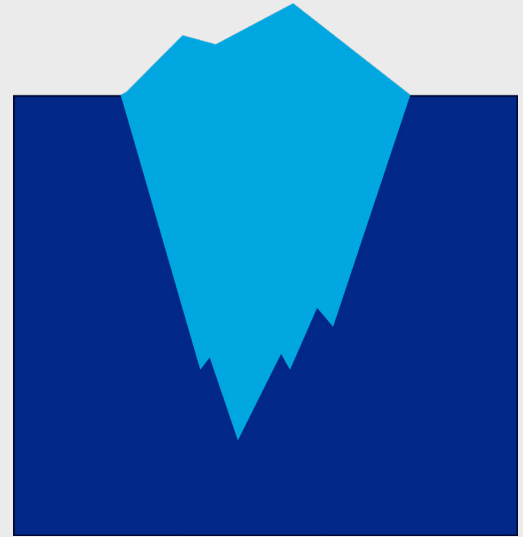
## Topic Goals

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## Relationship Goals

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## Identity Goals

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## Process Goals

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# Reflection Two

Let's take another look at the conflict you brought with you to Resolve. Of course, you can always review your initial thoughts in "Before the Workshop" and your last reflection in Session One to help guide your thoughts.

What are your TRIP Goals in this conflict?

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What are the other person's TRIP Goals?

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Which goals are most important to you?

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Which goals are most important to the other person?

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Which of goals are being ignored by the other side?

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Which of the other person's goals could you pay better attention to?

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# LEAP

## Listen

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## Empathize

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## Agree

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## Partner

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