AGENDA

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| **Time** | **Task/ Result** |
| 3:30 – 3:50pm | **I. Welcome, Introductions and Overview (slides 1-3)** |
| 3:50 – 4:05pm | **II. Presentation – Understanding Conflict (slides 4-5)** |
| 4:05 – 5:20pm | **III. Activity – Understanding Your Conflict Management Style**   * Take the Conflict Management Survey and Scoring using guide (15 min) **(slides 6-7)** * Discuss the 5 Conflict Management Styles (40 min) **(slides 8-12)**   + Allow participants time to share their personal experiences * Managing relationships and approach to conflict (20 min) **(slide 13 and handout)** * Why should you resolve conflict? **(slide 14)** |
| 5:20 – 5:30pm | **IV. Wrap-up Discussion and Closing (slides 15-17)**  **Result:** Participants have opportunity to reflect on the learning session and provide feedback for improvement for future learning sessions. |