

NO DRESS REHEARSAL
BEING IN THE MOMENT IN CONFLICT

9:00 Welcome and opening comments

Learning Goals

1. To learn to notice conflict behaviours and be curious about them, rather than thinking about what we *think* is causing the behaviour
2. To practice skills to help collaborative professionals be *productively* curious – not just to wonder, but to appropriately intervene with questions and listening to understand
3. To learn how curiosity benefits the nervous system and has a calming effect in highly emotional or conflict situations.
4. To learn how to prepare ourselves and our clients to participate without it feeling rehearsed or orchestrated, and to apply this to team preparation as well.
5. To learn how to use transparency to support conflict interventions - with the collaborative team and the parties.
6. To establish a more reflective practice – being more authentically yourself in conflict situations, and being more able to improvise “in the moment”.

9:15 **Activity:** Large group discussion

How does conflict impact your role/work as a collaborative professional?
How do you respond to conflict when it shows up? Erupts? Bubbles?
What do you think is going on when conflict shows up?

9:45 **Presentation and Activity**

The importance of learning to notice and respond to conflict behaviours without assuming what is going on.

Small group exercise (3 -4 people):

One person plays a client in conflict (justifying interrupting, etc.) The others play collaborative professionals (CP)

1. The CP players notice the behaviours.
2. The CP players ask questions based on what they are wondering about, and the client responds accordingly.

Large Group Debrief – what were your default assumptions about what was going on?

- 10:30 Break
- 10:45 **Presentation:** The benefits of curiosity to our nervous systems - for the curious person and the person on the receiving end of curiosity.
- Activity:** Practice asking curious questions in small groups.
Hand-out: Creating Curious Questions
- Debrief
- 11:30 **Presentation:** How and why to use transparency when conflict arises.
- Exercise:** Explain (being transparent) the benefits of curiosity to your partner
- Noon **Lunch Break**
- 1:00 **Movement** to integrate the learning
- Large Group Discussion – what did you notice about where your mind went during the movement?
If you felt judgment (internal or external) what did that do to your mind?
What would a curious approach be like?
- 1:20 **Improvisational Exercise** – to get ready to be in the moment.
What did you notice about your own, or other’s defend behaviours?
What did you notice about your defaults – assumptions?
What was your emotional response to the conflict behaviours?
- 2:00 How to prepare to improvise?
Preparing yourself
Preparing with your team
Preparing the client
- 2:30 Fish Bowl Improv and wrap up discussions
- 3:00 Closure