Student Role-Based Track
Title: Have Your Bonners' Back: Managing Conflict Resolution
June 17th, 2022
9:00 - 10:30 AM
Location: Brower Student Center 225 East
Facilitators: Dominique Dore & Mikaela Chin

Description: Join us in an open room discussion on what "accountability" looks like and how it applies to your program. We will also unravel how to address conflicts by working through a series of eight simple steps. Come ready to be challenged with brain teasers, case studies, and get the chance to put on a broadway performance with other Bonners. Let's work together to figure out how to make life easier to navigate!

9:00 - 9:10 AM *10 min*	Small Group Introductions (3-5 people) ● What Bonner program they're in ● How many years they have been in Bonner ● How would you describe what a conflict is? ● What conflicts have you seen within your program/service site
9:10 - 9:15 AM *5 min*	Big Group Discussion ● Ask to share definitions discussed in groups ● Give the Definition of Conflict
9:15 - 9:25 AM *10 min*	Conflict Resolution Steps Scramble ● Ask students to get into groups of 8-10 people ● Hand out stack of 8 steps to each group ● Give each group 3 minutes to put the steps in the correct order
9:25 - 9:30 AM *5 min*	Review Correct Conflict Resolution Steps Assign Each Group a Scenario (~5 different scenarios)
9:30 - 9:35 AM *5 min*	Give each group 5 minutes to create a 3-minute skit ● The skit must utilizes all 8 conflict resolution steps to resolve the issue given
9:35 - 9:45 AM *10 min*	Share your skit! ● Groups will pair up and present to each other (or if time allows each group will present one at a time to all people in the room) ● Have additional staff member record the skits
9:45 - 9:55 AM	Big Group Discussion, Reflection, and Wrap up

10 min	*mention designate 2 people to speak for the group*
	● 1 person per group is spokesperson to answer following questions:
	    ○ What did you learn about conflict resolution today, that you didn't know previously?
	    ○ How will you use this information and apply it to your Bonner program and professional life?
	● Mention Conflict Resolution Workshop and show where the link is on Wiki

9:55 - 10:30 AM *35 min*	Accountability Session

Materials:

● 5 sets of conflict resolution steps printed out and cut into strips
● Print out the 5 scenarios (2 copies of each)
● Accountability Checklist- Conflict Resolution - 50 copies

Conflict Resolution Steps:
1. Identify positions ("what are they saying") of each side of the people in conflict
2. Learn more about the true needs and desires behind each side
3. Ask clarifying questions for more information
4. Brainstorm possible solutions
5. Discuss how each solution would affect each side and figure out possible compromises
6. Agree upon a solution
7. Implement solutions
8. Re-evaluate solutions, if necessary

Scenarios:
1. The community partner wants you to work with 100 people, but you only have 20 members. What would you tell your community partner? How would you decide what to do?
2. Your first day is approaching and you haven't heard back from your community partner. You've emailed them three times within the past two weeks.
3. Your member didn't show up for service and also missed the last project meeting. Their reasoning for not showing up was that they had too many exams.
4. You and a fellow bonner have noticed, a bonner within your cohort has been logging additional hours for service that they did not show up to.
5. You're in charge of co-planning an All-Bonner event. Your partner decides to personally take on all of the work. It's apparent that this person is overwhelmed and refuses to delegate tasks to other people.

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