Emotional Workshop: Analyzing and Resolving Conflicts

Objective:
Understand the stages of conflict escalation according to the Friedrich Glasl model and learn strategies for resolving conflicts at each stage.

Key Components:

- Glasl Conflict Escalation Model
- Conflict Resolution Strategies
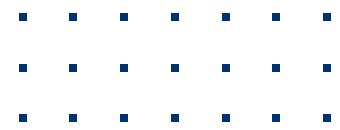- Communication Skills
- Building trust.

Duration:
1 hour

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Workshop:
# Analyzing and Resolving Conflicts

Workshop Overview

This workshop focuses on understanding what makes a team successful. Participants will explore teamwork skills, discuss challenges, and practice techniques to improve collaboration.

- **Introduction (5 minutes).** In this lesson, we'll explore successful teamwork through communication, trust, and collaboration. Watch the video and discuss which team characteristic is most important.

- **Team Strengths Chart (10 minutes).** Participants list their top strengths and create a team strengths chart. Emphasizes the value of diverse skills.

- **The Miscommunication Game (15 minutes).** Participants describe an image to their partner who recreates it based on the description. The activity highlights the importance of clear communication and active listening in team settings.

- **Team Trouble (10 minutes).** Participants discuss a scenario of a team disagreement, then brainstorm solutions and role-play a negotiation meeting. Groups reflect on effective conflict resolution strategies.

- **Conclusion (5 minutes).** Summary of key points about trust, communication, and emotional intelligence in teamwork. Encourage reflection on what actions to take to improve teamwork skills.

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Analyzing and Resolving Conflicts
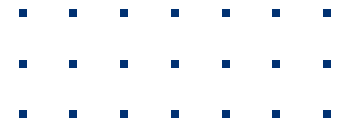
Introduction

Conflict is a natural part of human interaction. It arises when there are disagreements between individuals or groups, often stemming from misunderstandings, differing goals, or competing interests. In this lesson, we'll explore the stages of conflict escalation according to Friedrich Glasl's model and discuss strategies for de-escalation and resolution at each stage. You can also watch the video explaining the model further.
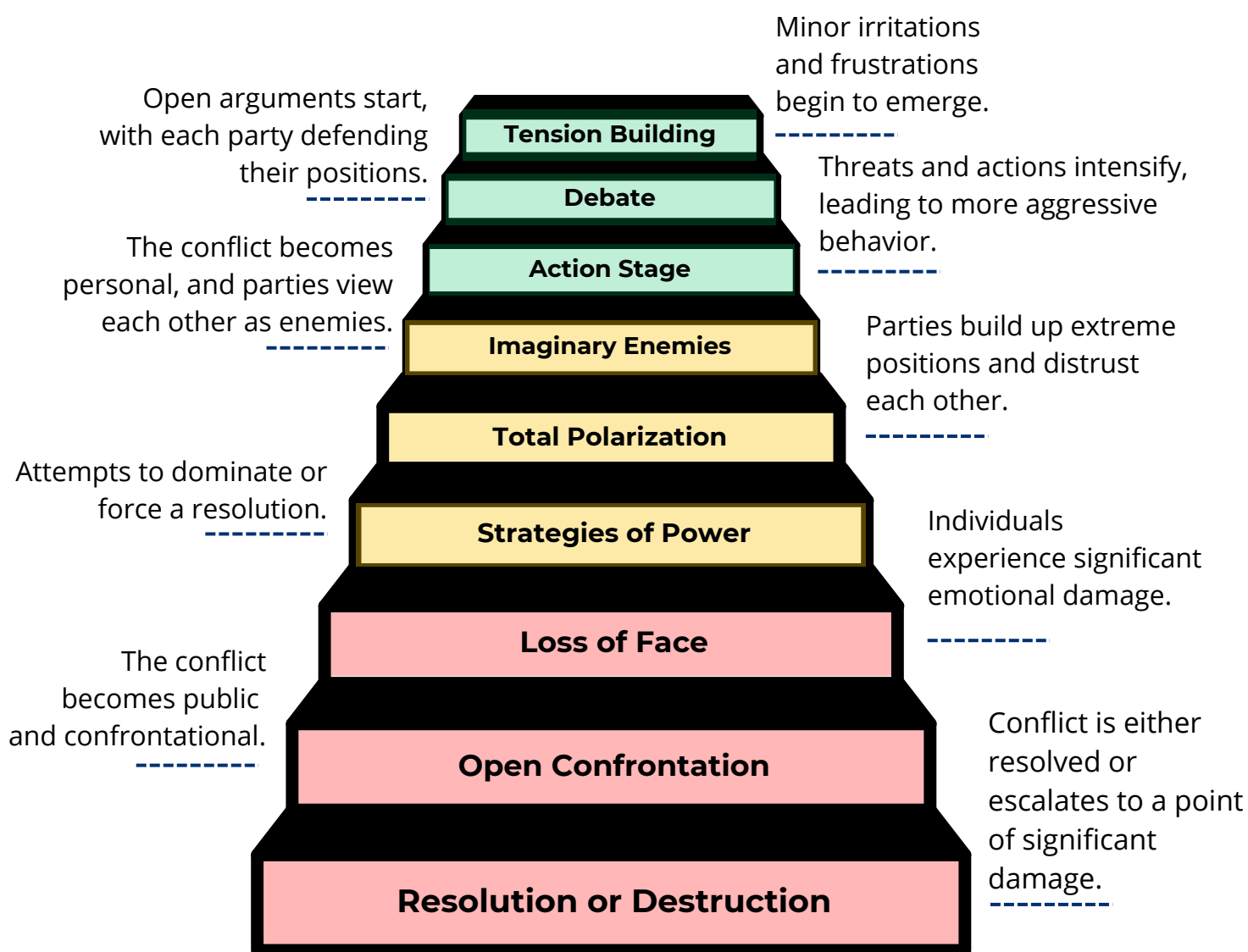
Link to the video

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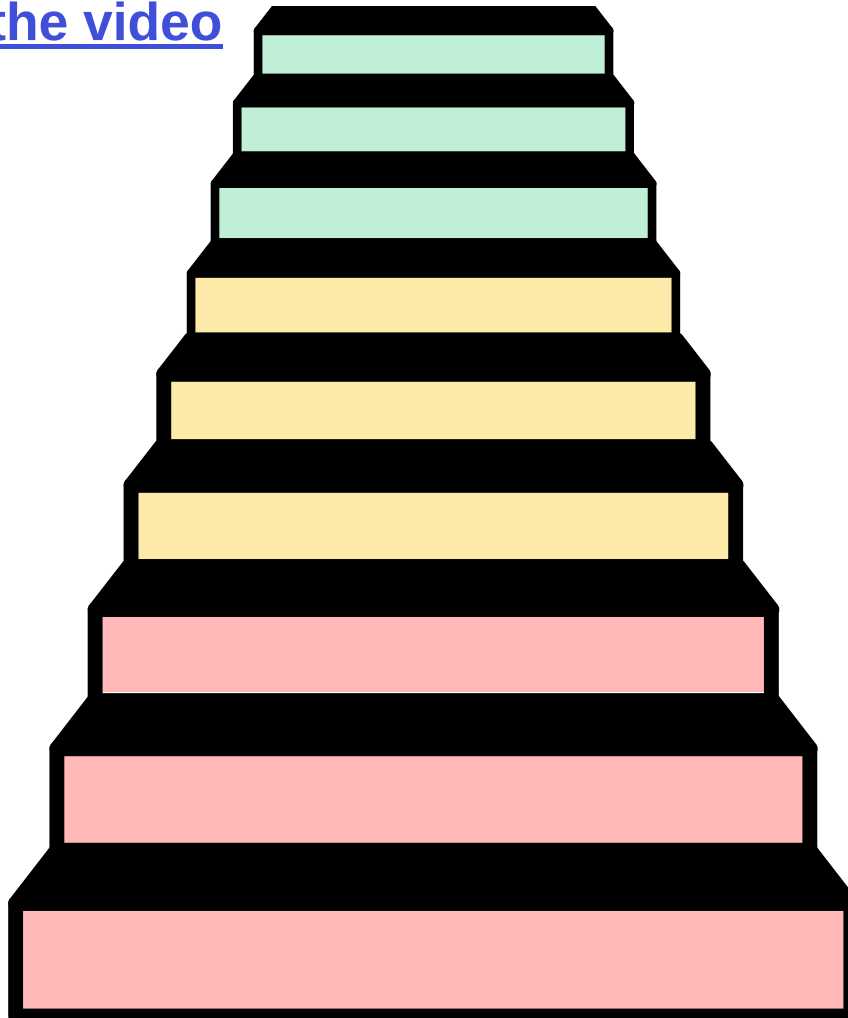
Workshop:
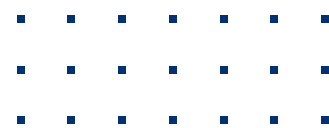## Analyzing and Resolving Conflicts

Understanding Each Stage

Divide participants into small groups. Assign each group a stage of the conflict model. Ask them to discuss:
- The characteristics of the stage.
- Typical behaviors and communication patterns at this stage.
- Potential triggers for escalation. After the discussion, groups share their findings with the whole group, allowing for a collective understanding of how conflicts develop and worsen.

Open arguments start, with each party defending their positions.
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Minor irritations and frustrations begin to emerge.
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Tension Building

Debate

Threats and actions intensify, leading to more aggressive behavior.
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Action Stage

The conflict becomes personal, and parties view each other as enemies.
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Imaginary Enemies

Parties build up extreme positions and distrust each other.
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Total Polarization

Attempts to dominate or force a resolution.
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Strategies of Power

Individuals experience significant emotional damage.
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Loss of Face

The conflict becomes public and confrontational.
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Open Confrontation

Conflict is either resolved or escalates to a point of significant damage.
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Resolution or Destruction

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Conflict Resolution Workshop

Participants will apply conflict resolution strategies to real-life scenarios using Friedrich Glasl's conflict escalation model. By understanding the stages of conflict, they will develop practical skills to address disputes constructively.

Participants are divided into small groups to explore conflict resolution through hands-on practice. Each group receives a written conflict scenario, clearly marked with the corresponding stage of Glasl's model, such as "Tension Building" or "Debate." For example:
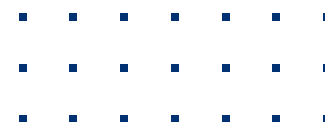
Scenario:

Two colleagues, Alex and Jordan, disagree on how to prioritize tasks for an upcoming project. Alex insists on a structured timeline, while Jordan prefers a flexible approach. This disagreement has led to tension in their communication, with each becoming increasingly defensive. The situation corresponds to the "Tension Building" stage of Glasl's model.

Groups discuss the scenario, identifying strategies to de-escalate and resolve the conflict. They focus on tools relevant to the specified stage—such as active listening, clarifying misunderstandings, or seeking common goals. Each group brainstorms their approach, ensuring their strategies are constructive and context-appropriate.

After discussions, the groups present their solutions. Each group shares their reasoning behind the chosen strategies, encouraging dialogue and comparison of ideas across the participants.

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Role-Playing Conflict Scenarios

Practice conflict resolution using the Glasl model and reflect on effective de-escalation strategies.

Divide participants into pairs and assign each pair a conflict scenario based on the Glasl model, focusing on either an early stage like "Tension Building" or a more advanced stage such as "Polarization." One participant acts as Person A and the other as Person B, role-playing the scenario and attempting to manage the conflict constructively.

Example Scenarios:

- **Tension Building:** Emma feels Raj isn't contributing equally to a team project. Tension builds as she hesitates to address it, and Raj becomes defensive.
- **Polarization:** Sarah and Dan, a manager and employee, have been clashing over work priorities, leading to avoidance and critical communication.
- **Loss of Face:** During a team meeting, Sam criticizes Alex's suggestion in front of others, causing Alex to feel humiliated. Alex begins avoiding collaboration with Sam and subtly undermines their ideas in return.

After 5-10 minutes of role-play, pairs share how they approached the conflict and the strategies they used to de-escalate. Discuss what worked, what didn't, and alternative approaches. The facilitator provides feedback and highlights effective techniques for each stage.

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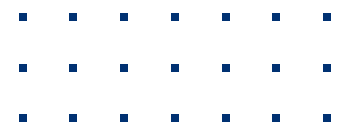
Conclusion

Conflict is an inevitable aspect of human interaction, but understanding its dynamics can transform it from a destructive force into an opportunity for growth and collaboration. By exploring Friedrich Glasl's conflict escalation model, we have learned to recognize the stages of conflict, the behaviours and triggers associated with each stage, and the importance of timely, effective interventions.

Through discussions, scenario analysis, and role-playing, participants have practiced strategies to de-escalate tensions and resolve disputes constructively. These skills—grounded in active listening, clear communication, and mutual understanding—are invaluable in both professional and personal contexts.

The key takeaway is that **conflicts, when managed thoughtfully, can lead to deeper understanding, stronger relationships, and innovative solutions**. By applying the insights from this lesson, participants can navigate conflicts with confidence and foster a more harmonious and productive environment.

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Instructions for Teachers

Objective: Understand the stages of conflict escalation according to Friedrich Glasl's model and develop practical conflict resolution strategies for managing disputes constructively.

Duration: 1 hour 15 minutes

Materials Needed:
Printed scenarios, paper and markers, whiteboard,

Workshop step by step

Step 1. Introduction (5 minutes)
Begin by explaining the importance of understanding conflict dynamics in both personal and professional settings. Share an overview of the workshop's objectives—understanding the stages of conflict according to Friedrich Glasl's model, identifying key behaviors and communication patterns, and practicing conflict resolution strategies. Engage participants with a video that illustrates these concepts, prompting a brief discussion on which team characteristics shown in the video are most important.

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Step 2. "Understanding Each Stage" (10 minutes)

Divide participants into small groups. Provide each group with a handout summarizing Glasl's conflict model and a brief description of each stage. Ask groups to discuss the characteristics of each stage, typical behaviors, and potential triggers for escalation. Groups then share their findings with the larger group.

Step 3. "Scenario-Based Group Discussion" (15 minutes)

Provide participants with written conflict scenarios corresponding to different stages of Glasl's model, such as "Tension Building" or "Polarization." Divide participants into small groups and assign each group a scenario. Ask each group to discuss the scenario, identify the stage of conflict, and brainstorm strategies for de-escalation. Groups then present their strategies to the larger group..

Step 4. "Role-Playing Conflict Scenarios" (15 minutes)

Divide participants into pairs and assign each pair a conflict scenario based on Glasl's model, focusing on either an early stage like "Tension Building" or a more advanced stage such as "Polarization." One participant acts as Person A and the other as Person B, role-playing the scenario and managing the conflict constructively. After 5-10 minutes of role-play, pairs share how they approached the conflict and the strategies they used to de-escalate.

Step 5. Conclusion (5 minutes)

Summarize the key points discussed throughout the workshop—trust, communication, and emotional intelligence in teamwork. Emphasize the importance of these skills for both personal and professional growth. Encourage participants to reflect on the insights gained and what actions they will take to improve their teamwork skills moving forward. Ask participants to set personal goals related to enhancing their communication, collaboration, and conflict resolution skills.

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Step 7. Conclusion (5 minutes)

Summarize the key points discussed throughout the workshop—trust, communication, and emotional intelligence in teamwork. Reinforce the importance of these skills for both personal and professional growth. Encourage participants to reflect on the insights gained and what actions they will take to improve their teamwork skills moving forward. Ask participants to set personal goals related to enhancing their communication, collaboration, and conflict resolution skills.

Tips for teachers:

- Familiarize yourself with the stages of the Glasl model and be ready to guide discussions effectively. Prepare scenarios and role-play exercises in advance.
- Create a safe space for open discussion. Encourage quieter participants to share their thoughts and experiences.
- Use reflective questions to deepen understanding and encourage participants to think about how they can apply the concepts learned.
- Suggest that participants continue to practice conflict resolution skills in their daily interactions and consider keeping a conflict journal to track their progress.

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Follow-Up Activity at Home:
Reflect on a recent conflict you have experienced or witnessed in your personal or professional life. Identify which stage of the Glasl model this conflict was at and think about how different strategies could have been applied to manage or resolve it. Write a brief reflection (1-2 paragraphs) on your insights and learnings from this exercise. Share your reflection with a peer and discuss how they might handle similar conflicts

Assessment:
Review your reflection and discuss it with a peer. How well did you understand the stages of conflict escalation and the strategies for resolution? What insights did you gain about your role in conflict management? Use this self-assessment to set goals for improving your conflict management skills in the future.

Final Notes:
Understanding and applying the Glasl model can significantly improve how we manage and resolve conflicts. By identifying the stage of a conflict and applying appropriate strategies, we can turn potentially destructive conflicts into constructive learning experiences. Practice these skills regularly to enhance your personal and professional interactions.

TOOLS
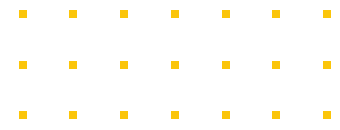
Typeform

Typeform can be used in conflict resolution by creating anonymous surveys for initial perspectives, structuring guided questions for mediated dialogues, gathering feedback post-resolution, collecting ideas for preventing future conflicts, and supporting training through post-session evaluations.
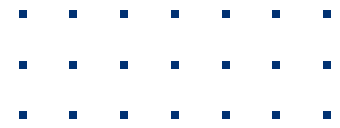
LINK

Miro

An online collaborative whiteboard tool that allows participants to brainstorm, share ideas, and work together on conflict scenarios. It's particularly useful for visualizing the conflict escalation model and creating action plans.

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