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# Emotional Workshop: Strategies for Mitigating Conflicts



## Objective:

**Equip participants with effective strategies to prevent and manage conflicts in various settings.**

## Key Components:

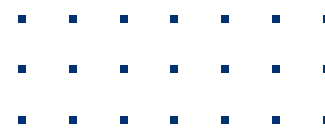
- Identifying Conflict Triggers
- Communication Skills
- Problem-Solving Techniques
- Emotional Intelligence

## Duration:

1 hour



# Workshop: Strategies for Mitigating Conflicts



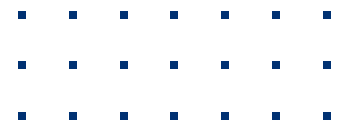
## Workshop Overview

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).** Understanding the triggers of conflict and employing appropriate communication and problem-solving techniques are key to fostering healthy interactions.
- **Conflict Triggers Analysis (10 minutes).** Participants work in small groups to brainstorm and list potential conflict triggers in their personal or professional lives.
- **Effective Communication Practice (15 minutes).** Participants engage in a role-playing exercise where one person describes a simple scenario, and the other must respond without fully listening or understanding. Afterward, they discuss the challenges they faced.
- **Empathy Exercise (10 minutes).** Participants pair up and take turns sharing a challenging experience with conflict. The listener must then respond with empathy and understanding, acknowledging the speaker's feelings.
- **Conclusion (5 minutes).** Summarizing key strategies.

# Workshop:

## Strategies for Mitigating Conflicts



### Introduction

Conflict is a natural and often inevitable part of any relationship or workplace. In this lesson, we will explore various strategies to effectively prevent and manage conflicts. Understanding the triggers of conflict and developing appropriate communication and problem-solving skills are crucial for fostering healthy interactions. For adult learners, it's especially important to recognize that their experiences, perspectives, and professional backgrounds can influence how they perceive and handle conflicts.

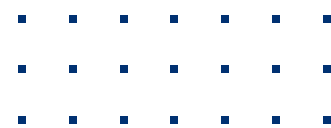
Start by prompting participants to think about conflicts they've encountered in their personal or professional lives. Ask them to reflect on what caused these conflicts and how they were managed. This encourages them to connect the concept of conflict with their own experiences.

Divide the participants into small groups and give them a few minutes to share a recent conflict they faced and its outcome. Each group can discuss:

- What triggered the conflict?
- How did the individuals involved communicate during the conflict?
- What strategies were used to resolve the conflict, if any?



## Workshop: Strategies for Mitigating Conflicts



### Conflict Triggers Analysis

Participants will work in small groups to identify potential conflict triggers from their personal or professional lives. They will discuss scenarios where conflicts have arisen, considering factors such as communication styles, differing goals or values, stress, misunderstandings, and emotional reactions. Each group will take a few minutes to share their findings with the larger group.

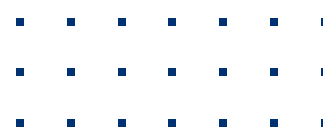
The facilitator will then lead a discussion based on these shared insights, highlighting common conflict triggers and examining their impact on relationships and teams. This discussion will focus on understanding the underlying causes of conflict and how they can be managed effectively.

The goal is to raise awareness about these triggers and equip participants with strategies for addressing them proactively. By recognizing these triggers, participants can develop a better understanding of how conflicts begin and gain tools to prevent them from escalating in the future.

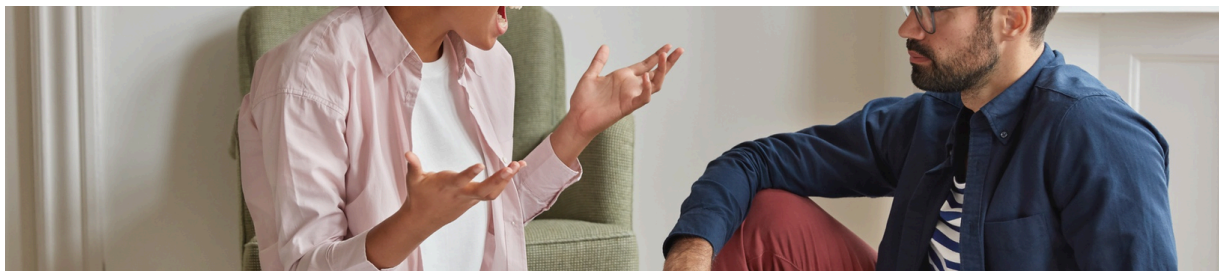




## Workshop: Strategies for Mitigating Conflicts



### Conflict Resolution Workshop



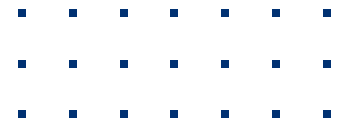
Participants will engage in a role-playing exercise where one person describes a simple scenario, such as **giving directions to a location or explaining a basic concept, to the other person**. The other person responds as if they are not fully listening or understanding, potentially misinterpreting or providing incorrect responses. After a few minutes, they will switch roles.

Following the role-playing exercise, the group will come together to reflect on the experience. Each pair will share their scenario and discuss the challenges they faced. The facilitator will guide a discussion based on these experiences, helping participants identify how misunderstandings occurred and how active listening and clear communication could have prevented them.

The purpose of this activity is to help participants develop skills in active listening and clear communication. By experiencing firsthand the impact of poor communication, they gain a deeper understanding of its importance in maintaining positive relationships and preventing conflicts. **The discussion will focus on practical strategies for improving communication**, such as maintaining eye contact, asking clarifying questions, and summarizing key points. These strategies empower participants to communicate more effectively, enhancing both their personal interactions and professional relationships.

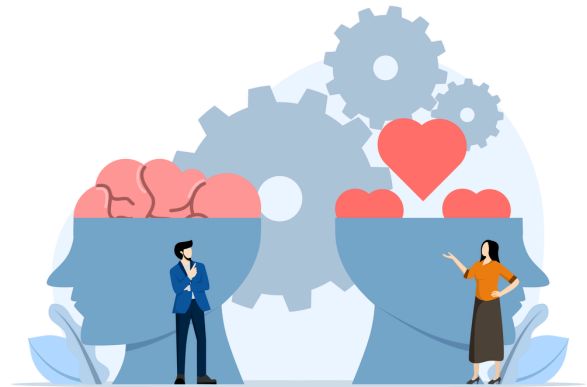
# Workshop:

## Strategies for Mitigating Conflicts



### Empathy Exercise

Participants will pair up and take turns sharing a challenging scenario related to conflict they've observed in a professional setting. For example, one person could describe a situation where there was a disagreement among team members over project priorities.



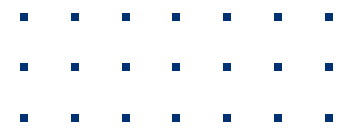
The other person listens attentively, showing empathy by acknowledging the speaker's feelings and validating their experience without probing for personal details.

After the activity, the group will come together to discuss the role of emotional intelligence in managing conflicts effectively.

The facilitator will guide a discussion on how emotional intelligence skills, such as empathy and self-awareness, contribute to healthier conflict resolution. Topics may include recognizing and managing one's emotional triggers, understanding others' perspectives, and responding constructively in tense situations. This exercise helps participants develop a greater awareness of how emotions influence conflict and improves their ability to manage these emotions effectively.

# Workshop:

## Strategies for Mitigating Conflicts



### Conclusion

The lesson concludes with a comprehensive reflection on the key strategies covered. The facilitator recaps the importance of recognizing conflict triggers early, explaining how proactive awareness can prevent minor issues from escalating into major disputes. This involves observing patterns in interactions and identifying behaviours or circumstances that commonly lead to tension.

The discussion transitions to the role of communication, emphasizing that active listening and clear articulation are fundamental to resolving misunderstandings. Participants are reminded that effective communication is not just about speaking but also about ensuring the other party feels heard and understood.

Collaborative approaches to problem-solving are emphasized as vital for conflict mitigation. By focusing on shared goals and mutual understanding, individuals can turn conflicts into opportunities for growth and stronger relationships. Additionally, the role of emotional intelligence is reiterated, underscoring how managing one's emotions and empathizing with others can defuse tension and build trust.

# Workshop:

## Strategies for Mitigating Conflicts



### Instructions for Teachers

**Objective:** Equip participants with tools and strategies for preventing and managing conflicts effectively, with a focus on active listening, emotional intelligence, and identifying conflict triggers.

**Duration:** 1 hour 15 minutes

**Materials Needed:**

Printed scenarios, paper and markers, whiteboard,

### Workshop step by step

**Step 1. Introduction (10 minutes)**

Begin with a brief explanation of why understanding conflict dynamics is crucial in personal and professional contexts.

Encourage participants to reflect on past conflicts they've experienced. Ask:

- What triggered the conflict?
- How was it resolved (or not resolved)?

Divide participants into small groups. Have them share a recent conflict and discuss its outcomes. Facilitate a brief group discussion to identify common themes.



## Workshop:

# Strategies for Mitigating Conflicts

### Step 2. "Identifying Conflict Triggers" (15 minutes)

In small groups, participants brainstorm potential conflict triggers, such as: Communication styles, Stress or pressure, Differing goals or values, Misunderstandings, Emotional reactions

Groups share their insights with the larger group.

Facilitate a discussion highlighting common triggers and their impact on relationships.

### Step 3. "Conflict Resolution Workshop" (15 minutes)

Conduct a role-playing exercise in which one participant gives instructions or explains a concept and the other pretends not to fully listen or misinterprets the communication.

- Switch roles after 5 minutes.

Discuss as a group:

- What caused misunderstandings?
- How could active listening or clear communication improve the interaction?

Teach practical strategies like maintaining eye contact, asking clarifying questions, and summarizing key points.

### Step 4. "Empathy Exercise" (15 minutes)

Pair participants. One shares a conflict scenario from their workplace while the other listens actively, showing empathy (e.g., acknowledging feelings, validating experiences). Switch roles after 5 minutes then discuss as a group:

- How did empathy change the experience?
- What role does emotional intelligence play in conflict resolution?
- Facilitate a discussion on managing emotions and understanding others' perspectives.

### Step 5. Conclusion (5 minutes)

Recap key strategies for conflict prevention and resolution





# Workshop:

## Strategies for Mitigating Conflicts

### Tips for teachers:

- Review Friedrich Glasl's conflict model and scenarios beforehand.
- Encourage open and respectful sharing, especially from quieter participants.
- Deepen discussions by prompting participants to connect workshop insights to their experiences.
- Suggest maintaining a conflict journal to track progress and applying these strategies in daily interactions.

### Follow-Up Activity at Home:

Reflect on a recent conflict you have experienced or observed in your personal or professional life. Identify the conflict triggers and assess how these might relate to the escalation process discussed in the lesson. Write a brief reflection (1–2 paragraphs) that addresses:

1. What triggered the conflict?
2. How was the conflict managed or resolved?
3. What strategies, if any, could have improved the outcome?

Consider sharing your reflection with a trusted peer or colleague. Discuss their perspective on how they might have approached the situation differently and compare strategies.



## Workshop:

# Strategies for Mitigating Conflicts

### Assessment:

Evaluate your reflection and your discussion with your peer:

- Understanding Triggers and Strategies: How effectively did you identify the conflict triggers and the strategies to address them?
- Personal Insights: What did you learn about your approach to managing conflicts?
- Skill Development: Set one or two personal goals to enhance your ability to manage and resolve conflicts in the future.

Use this exercise as a tool for self-awareness and continuous improvement in conflict resolution.

### Final Notes:

Conflict management is a skill that requires practice, reflection, and emotional intelligence. By identifying triggers and using proactive strategies, you can prevent escalation and turn conflicts into opportunities for learning and growth. Practice the techniques from this lesson—active listening, empathy, and clear communication—to strengthen your personal and professional relationships. Regularly reflecting on your experiences will help you build confidence in handling challenging situations constructively.

# TOOLS



## Mentimeter

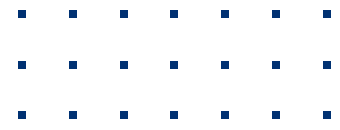


With Mentimeter you can create live polls, word clouds, and Q&A sessions to gather participant insights on conflict triggers or scenarios which you can use during the brainstorming and discussion stages.

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