

Executive Summary

Course Title: *Partner Collaboration and Conflict Management*

Course Duration *6 Hours*

Outline of Training:

The course "Partner Collaboration and Conflict Management" covers the tenets of effective collaboration and techniques for handling challenging communications. The curriculum emphasizes practical, commonsense strategies and conceptual information imparted through various experiential learning activities. This course builds on supervisory & leadership skills specific to helping staff build greater competency in collaborative work efforts, conflict management and Fairness and Equity issues.

Target Audience:

Managers, supervisors, staff and agents from partner organization who have responsibilities for working as leads on Team Decision Making assignments or other joint work efforts.

Course Objectives:

Upon Completion of the training participants will:

(1) Know how to establish and use the 3 Key Components of Effective Partner Collaboration: "Relationships"/"Clarity of Purpose"/"Follow up" as demonstrated by:

- a. Ability to assess the working "health" of relationships with team decision making partners; identify obstacles to effective working relationships; and employ strategies that remove those obstacles*
- b. Understand how to identify and assign roles and responsibilities in the collaboration process*
- c. Evaluating case plans for **SMART** principles and their appropriateness to achieve outcomes*
- d. Use follow up techniques that are objective, impactful, timely and appropriate to achieve goals and maintain productive working relationships with all team decision making members*

(2) Utilize supervisory templates that improve worker abilities in collaboration and conflict management skills as demonstrated by:

- a. Using the **Situational Leadership Model** to assess worker skill levels, strengths and challenges*
- b. Develop action plans for supervisory coaching that help workers to be successful in managing partner collaborations and conflict management*
- c. Facilitate worker skill development through use of **Antecedent, Concurrent and Consequent** follow up techniques*

(3) Understand how individual perceptual bias intercedes in Fairness and Equity issues in decision-making; and work with staff around their biases to improve outcomes in Fairness and Equity as demonstrated by:

- a. Learning how **Implicit Association** bias is developed and used in decision making processes*
- b. Establishing supervisor techniques to build comfort and competence around working with these issues personally and with staff*
- c. Using the **Experience Ladder Model** to work on changing “blindspot” and “hotspot” reactions in fairness and equity decision making*

(4) Utilize techniques that are critical for managing conflict as demonstrated by:

- a. Accurately assessing when conflict is likely and what to do to de-escalate emotionally charged communications*
- b. Understanding how to handle issues of power differential and existing conflict cycles*
- c. Working with powerful “re-framing” techniques that recalibrate a conflict situation and set the foundation for a productive, conflict free outcome*