



SOFT SKILLS AS A TOOL FOR CREATIVITY IN RURAL AREAS PROJECT

2020-1-FR01-KA204-079841

1) NAME AND DESCRIPTION OF THE TOOL

Engaging in conflict doesn't have to be negative or counterproductive. In fact, it can be positive. Conflict can be helpful in making necessary changes within a work environment. When faced with conflict, there are five different strategies to deal with the situation:

- Ignore—We could put off doing anything at all.
- Win-Lose—We may choose to exert control and “win” over our opponent.
- Lose-Win—We may choose to acquiesce and “give in” to the other person.
- Lose-Lose—We could agree on a compromise, where both parties give something up.
- Win-Win—We could choose an option where those involved in the conflict work together to discover a win-win solution—a collaborative solution.

2) OBJECTIVES OF THE TOOL

- To understand that how we deal with conflict impacts ourselves, our team, and the organization
- To look at the big-picture benefits of effective conflict resolution

3) CONNECTION OF THE TOOL WITH THE ENEMY

The exercise helps to understand the importance of efficient conflict resolution. It is important to understand what our strengths and weaknesses are and how this affects us. Keeping conflict resolution skills at a good level promotes effective work and better results. Difficult situations happen to us almost every day, we are just as often exposed to conflicts with other people whether at work or even in our private lives. It is good to learn how to solve them efficiently and positively, so that they strengthen our relationships rather than spoil them.



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4) RESOURCES & MATERIALS

- Flip-chart paper
- Paper
- Pens
- Markers

5) IMPLEMENTATION OF THE TOOL

Step one:

Draw a large target (consisting of three circles, one inside the other) on the flip-chart paper.

- The innermost circle represents the team members themselves.
- The middle circle represents the team.
- The outer circle represents the company.

Ask, “How does effectively resolving conflicts affect you, your team, and your organization?” As team members shout out various ideas, record them in the appropriate place on the target.

Tips

To allow participants time to contemplate the issue, have teams of four to seven draw individual targets and take a few minutes to fill in the circles on their own before the group discussion.



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Step two:

Variations

Create two targets: one for the benefits of effective conflict resolution and one for ineffective conflict management skills, and how each impacts the individual, the team, and the organization.

Step three:

Discussion Questions

1. How does your ability to resolve conflicts affect you in your job?
2. How does a team member's ability to resolve conflicts impact the team?
3. How does a team's ability to resolve conflicts impact the organization?

6) WHAT TO LEARN

This exercise helps you to see what contributes to the positive end of a conflict and what contributes to the negative end. It also helps you become aware of how conflict can affect yourself, a team of people, or even an entire company. Conflicts can also strengthen us, they can contribute to good change, but it is important to learn how to do this. It is important to know ourselves and how we deal with difficult situations. What qualities are positive and negative in us, and what can we change for the better. This all leads to increased confidence and creating an effective team. It helps us to maintain good relationships.