CONFLICT MANAGEMENT AND DISPUTE RESOLUTION

Training Manual
2008 Edition

Prepared by
Carr, Swanson and Randolph, LLC

Manual and materials developed by Frank Carr with the assistance of Peter J. Swanson and Robert C. Randolph (all rights reserved)

SCHEDULE OF INSTRUCTION

Conflict Management and Dispute Resolution
Course No. 306, Session No. 08-02

Day 1

TIME	SUBJECT MATTER	Staff
0800	Welcome/Introduction of Instructors	FC
0810	Registration and Administration of Pre-Course Test	FC
0830	Student Introductions	FC
0900	Course Expectations	FC
0930	Course Overview and Goals	FC
1000	Break	
1020	Exercise – "Win All You Can"	PS
1130	Debriefing of Exercise	PS
1200	Lunch	
1300	Identifying Major Conflicts within the Corps and Corps Programs	FC
1315	Understanding Conflict: Approaches to Conflict	PS
1430	Understanding Conflict: Sources of Conflict	PS
1500	Break	
1520	Understanding Conflict: The "Satisfaction Triangle"	PS
1545	Life Cycle of Conflict	FC
1600	Dispute Resolution Overview	FC
1610	Benefits of Alternative Dispute Resolution (ADR)	FC
1620	Summary of Day	Staff
1630	Close	FC

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Day 2

TIME	SUBJECT MATTER	Staff
0800	Icebreaker – Learning to Do Something New	PS
0815	Negotiations Process: Introduction	FC
0830	Role Play Exercise – "The Ostrich Egg"	PS
0900	Debriefing of Exercise	PS
0920	Basis of Negotiation: Power, Rights, Interests	FC
0940	Break	
1000	Positional and Interest-Based Negotiations: Characteristics, Attitudes, Goals, and When to Use	FC
1045	Role Play Exercise – "New Car Dealership"	FC
1130	Debriefing of Exercise	FC
1200	Lunch	
1300	"The Ostrich Egg" Part 2	PS
1330	Dynamics of Negotiating Teams and Multi-Party Negotiations	FC
1345	Role Play Exercise: "Crocodile River"	PS
1440	Break	
1500	Role Play Exercise: "Crocodile River"	PS
1545	Debrief Exercise	PS
1615	Summary of Day	Staff
1630	Close	FC

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Day 3

TIME	SUBJECT MATTER	Staff
0800	Icebreaker – Negotiating Animals	FC
0830	Introduction to the Strength Deployment Inventory (SDI)	RR
0915	Exercise – "Charting your personal SDI"	RR
1000	Break	
1020	SDI in Negotiations	RR
1100	SDI in Communications and Conflict	RR
1130	Exercise – "Blind Drawing"	FC
1200	Lunch	
1300	Cycle of Communications	FC
1345	Effective Listening	FC
1400	Story Exercise	FC
1430	Break	
1450	Dealing With Unacceptable Behavior	PS
1500	Anger Response Analysis	PS
1520	Exercise - Dealing With Unacceptable Behaviors	PS
1600	Communications Quiz	FC
1615	Summary of Day	Staff
1630	Close	FC

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Day 4

TIME	SUBJECT MATTER	Staff
0800	ADR Continuum	FC
0830	ADR: Arbitration / Role of the Arbitrator	FC
0900	Arbitration Exercise – "Midnight Construction Co., Part 1"	FC
0930	ADR: Mediation / Role of the Mediator	PS
1000	Break	
1020	Mediation Opening Demonstration	PS
1045	Mediation Exercise – "Midnight Construction Co., Part 2"	PS
1115	Debriefing of Arbitration and Mediation Exercises	FC/PS
1200	Lunch	
1300	Evaluative Mediation: Understanding and Applications	FC
1400	Break	
1420	Introduction to Creative Problem Solving	PS
1520	Creative Problem Solving Exercises	PS
1615	Summary of Day	Staff
1630	Close	FC

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Day 5

TIME	SUBJECT MATTER	Staff
0800	Principles of Facilitation	PS
0845	Facilitation Exercise	PS
0910	Debrief Exercise	PS
0940	Break	
1000	Strategic Coalition Building: Partnering	FC
1100	Course Summary	Staff
1120	Administration of Post-Test and Course Evaluation	FC
1150	Distribution of Training Certificates	Staff
1200	Closing	FC

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[i] Chapters can be located by their corresponding Tab number. The Appendix is found behind Tab 11.