


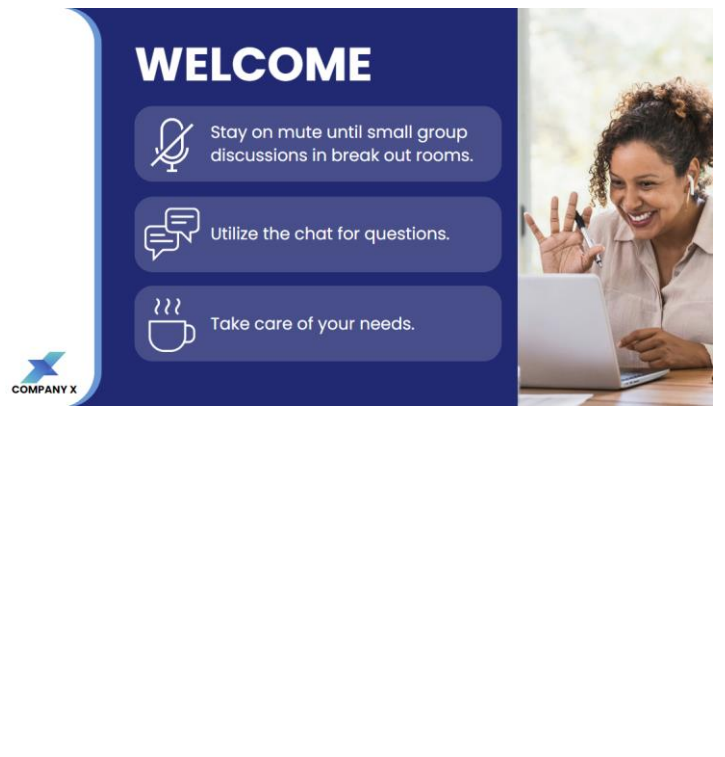
Conflict Resolution and Collaboration vILT

Producer: Pre-work	<ul style="list-style-type: none"> Have access to Mentimeter “Communication Challenges”
	<ul style="list-style-type: none"> Assign participants to break out rooms for slide 13.
	<ul style="list-style-type: none"> Insert correct QR code linking to company survey on slide 24.


Facilitator Pre-Work:	<ul style="list-style-type: none"> Familiarize self with slide deck and notes.

Live Session #1		
Slides	Approximate Timing	Topic
1-3	3 minutes	Introduction
4-10	12 minutes	Understanding Conflict
11-15	13 minutes	Conflict Resolution Strategies
16-20	7 minutes	Collaborative Techniques for Virtual Teams
21-26	10 minutes	Summary and Reflection
Total:	45 minutes	


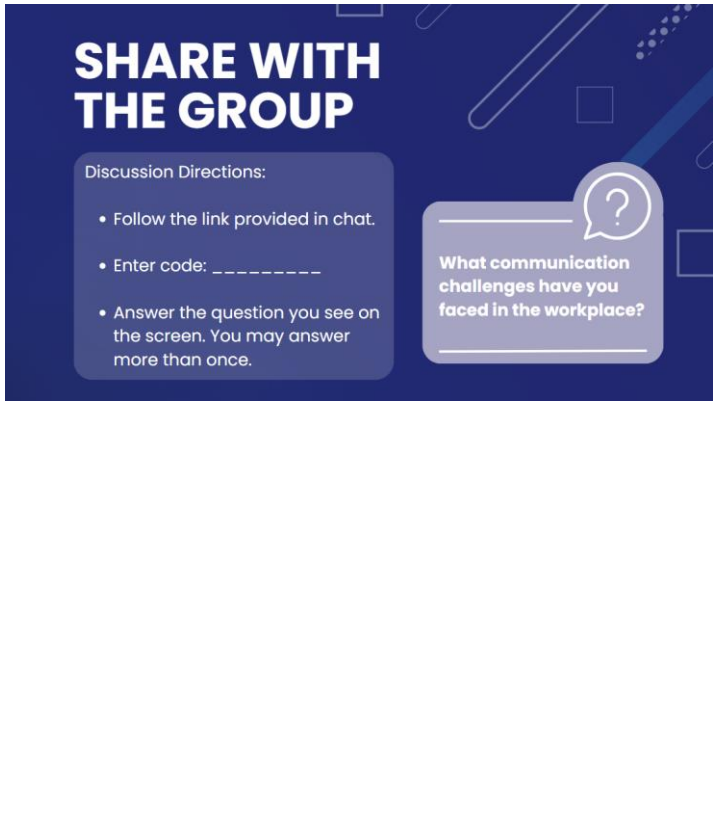
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Slide # (Duration)	Slide	Facilitator Notes	Producer Notes
1 TOTAL TIMING: 45 minutes	 <p>LIVE SESSION NUMBER 1</p> <h1>CONFLICT RESOLUTION AND COLLABORATION</h1> <p>Identify conflict resolution strategies. Describe collaborative techniques for use in virtual teams.</p> <p>COMPANY X</p>		
2 (2 min)	 <h2>WELCOME</h2> <ul style="list-style-type: none"> Stay on mute until small group discussions in break out rooms. Utilize the chat for questions. Take care of your needs. <p>COMPANY X</p>	<p>Facilitator DO: Introduce yourself and the Producer to the group.</p> <p>Facilitator SAY: Welcome to Company X's session on conflict resolution and collaboration. Thank you for taking time to meet today. We are glad you are here. We ask that you stay on mute until you are in break out rooms to minimize distractions with the volume of participants we have today. We do encourage participation in the chat and our wonderful producer will be taking note of questions in the chat for us to discuss together as well. If you need to take care of any personal needs during our session please turn off your camera as to not disturb other participants. We will be</p>	


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		<p>sticking tightly to our agenda so you can continue with your day.</p> <p>[advance slide]</p>	
<p>3 (1 min)</p>		<p>Facilitator SAY: Conflict resolution and collaboration are critical skills in the workplace environment. They become even more essential when communication and interpersonal dynamics can be challenging such as in a virtual setting.</p> <p>During this session we will be focusing on identifying conflict resolution strategies and describing collaborative techniques for use in virtual teams. Here are the topics we will discuss today:</p> <p>Facilitator DO: Read the agenda on the slide.</p> <p>[advance slide]</p>	

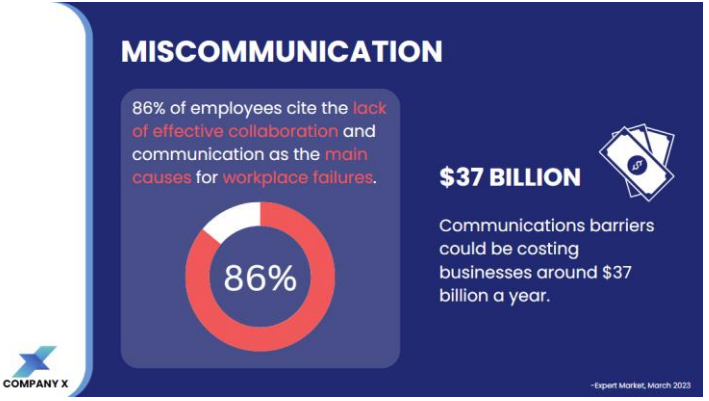
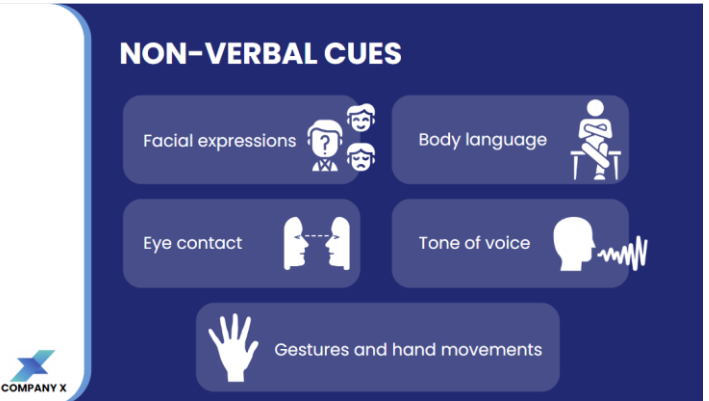
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<p>4</p> <p>Understanding Conflict:</p> <p>12 minutes total</p>	 <p>SESSION AGENDA</p> <p>Introduction</p> <p>Understanding Conflict</p> <p>Conflict Resolution Strategies</p> <p>Collaborate Techniques for Virtual Teams</p> <p>Summary and Reflection</p> <p>COMPANY X</p>	<p>Facilitator SAY:</p> <p>In order to identify conflict resolution strategies we need to understand conflict.</p> <p>[advance slide]</p>	
<p>5</p> <p>(5 min: 1 min set up, 2 min activity, 2 min debrief)</p>	 <p>SHARE WITH THE GROUP</p> <p>Discussion Directions:</p> <ul style="list-style-type: none"> Follow the link provided in chat. Enter code: _____ Answer the question you see on the screen. You may answer more than once. <p>What communication challenges have you faced in the workplace?</p>	<p>Facilitator SAY:</p> <p>If you will please follow the link provided in the chat to answer the question shown on the screen – What communication challenges have you faced in the workplace?</p> <p>Once you click the link, you will be asked for a code. Enter _____.</p> <p>Once everyone responds to the question, a flow grid will be created with the answers. You will have 2 minutes to submit your answers, starting now.</p> <p>Facilitator DO:</p> <p>Click the Mentimeter link to open the Opened Ended Question so they can see the answers update in real time. <Link to be added to screen so facilitator can click on it></p> <p>(after 2 minute activity) Facilitator SAY:</p>	<p>PRODUCER:</p> <p>While the facilitator is introducing the activity, navigate to the Mentimeter website and login. Click on the preset Open Ended activity for "Communication Challenges" and go into Presentation mode.</p> <p>Post a link in chat to the "Communication Challenges" Mentimeter page.</p> <p>Switch the screen from the PowerPoint presentation to the Mentimeter page so that participants can see it in real time.</p> <p>Keep track of time and allow 1 minute for attendees to place their thoughts into the</p>


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		<p>It looks like there are many breakdowns in communication in the workplace. We can see some commonalities between people's experiences as well.</p> <p>DO: Read a few examples and discuss any standouts / point out repeated examples.</p> <p>SAY: Let's discuss techniques that can be used for virtual collaboration.</p> <p>[advance slide]</p>	<p>questionnaire (setting the timer.</p> <p>Grab a screenshot of the final Mentimeter page so the ideas that are shared can be sent out after the conference.</p>
6 (1 min)		<p>Facilitator SAY:</p> <p>There are several factors that contribute to conflict amongst virtual team members including miscommunication, lack of non-verbal cues, and cultural differences.</p> <p>[advance slide]</p>	

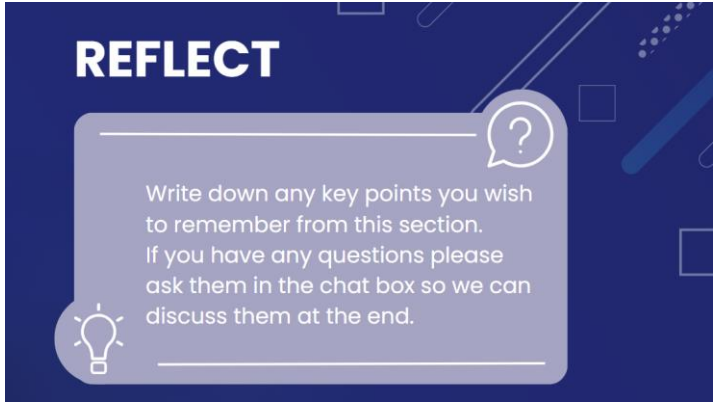

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<p>7 (1 min)</p>	 <p>MISCOMMUNICATION</p> <p>86% of employees cite the lack of effective collaboration and communication as the main causes for workplace failures.</p> <p>\$37 BILLION</p> <p>Communications barriers could be costing businesses around \$37 billion a year.</p> <p>COMPANY X</p> <p>Expert Market, March 2023</p>	<p>Facilitator SAY:</p> <p>A recent study in March of 2023 shows 86% of employees cite the lack of effective collaboration as the main causes for workplace failures.</p> <p>These communication barriers could be costing businesses around \$37 billion dollars each year.</p> <p>28% of employees cite poor communication as the reason for not being able to deliver work on time.</p> <p>However, productivity can increase by up to 30% when employees are offered better communication technology and skills.</p> <p>[advance slide]</p>	
<p>8 (2 min)</p>	 <p>NON-VERBAL CUES</p> <p>Facial expressions</p> <p>Body language</p> <p>Eye contact</p> <p>Tone of voice</p> <p>Gestures and hand movements</p> <p>COMPANY X</p>	<p>Facilitator SAY:</p> <p>Facial expressions, body language, eye contact, gestures and hand movements, as well as tone all play pivotal roles in communication.</p> <p>Misinterpreting a colleague's facial expression could lead to conflict if for example someone who was frowning out of concern or during intense concentration was interpreted as being angry about a situation. Lack of eye contact might be seen as disinterest or disrespect, while prolonged and intense eye contact might be perceived as aggression or a challenge. Someone might cross their arms as a</p>	

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		<p>defensive gesture, while someone else may be simply trying to get more comfortable. Misunderstandings can arise when the interpreted tone does not match the intended meaning. Misinterpretations of gestures could cause conflicts when cultural differences are not understood or respected.</p> <p>In a virtual workplace there is also the added factor of how much communication is conducted through email and other written communication where these non-verbal cues are not there to guide our understanding of each other.</p> <p>[advance slide]</p>	
9 (1 min)		<p>Facilitator SAY:</p> <p>Culture may impact communication style. For example, some cultures use direct and assertive communication, while in others, more subtle or indirect communication is the norm.</p> <p>Cultures can also have different approaches to conflict resolution. Some cultures value open and direct confrontation to address conflicts, while others avoid that direct confrontation. Decision-making styles can also vary--some value group input while others prioritize individual decision making. When different</p>	

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		<p>cultures' perspectives are understood and supported, processes in the workplace can be more cohesive.</p> <p>[advance slide]</p>	
<p>10 (2 min)</p>		<p>Facilitator SAY: Take a moment to write down any key points you want to remember from so far in our session. If you have any questions please type them in the chat so we can discuss them during our Q&A at the end. You will have 2 minutes to reflect, starting now.</p> <p>[advance slide]</p>	<p>Producer DO: Start 2 minute timer. Producer will choose 4 questions total from the chat to be answered during the Q&A session at the end. Choose a question from the chat and add to slide 22.</p>
<p>11 Conflict Resolution Strategies Total Timing: 13 minutes</p>		<p>Facilitator SAY: Now that we understand different types of conflict let's look at some resolution strategies.</p> <p>[advance slide]</p>	

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12
(2 min)



Facilitator SAY:

Conflict resolution is an important skill for all relationships and strategies can be tailored for use in virtual teams.


When you are active listening you are paying attention and showing interest in what someone says while withholding judgement. Keep an open mind even if opinions are different from your own. Showing empathy involves acknowledging the speaker's emotions and creating a supportive environment.

By asking clarifying questions you can reflect and paraphrase the confirm understanding. This ensures accurate comprehension.


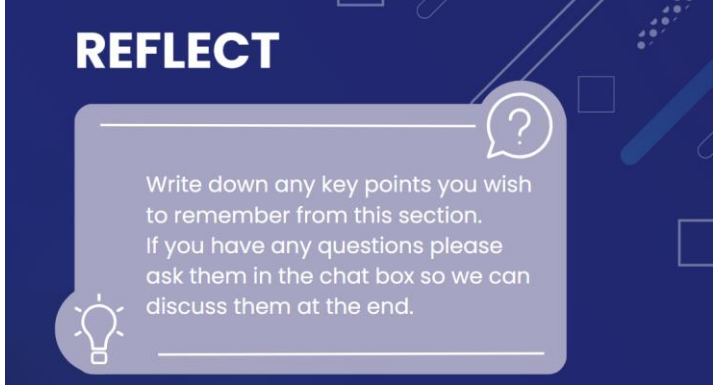
Finding win-win solutions enhances relationships and builds trust. Creative problem-solving finds mutually beneficial solutions that might not have been considered otherwise.

[advance slide]


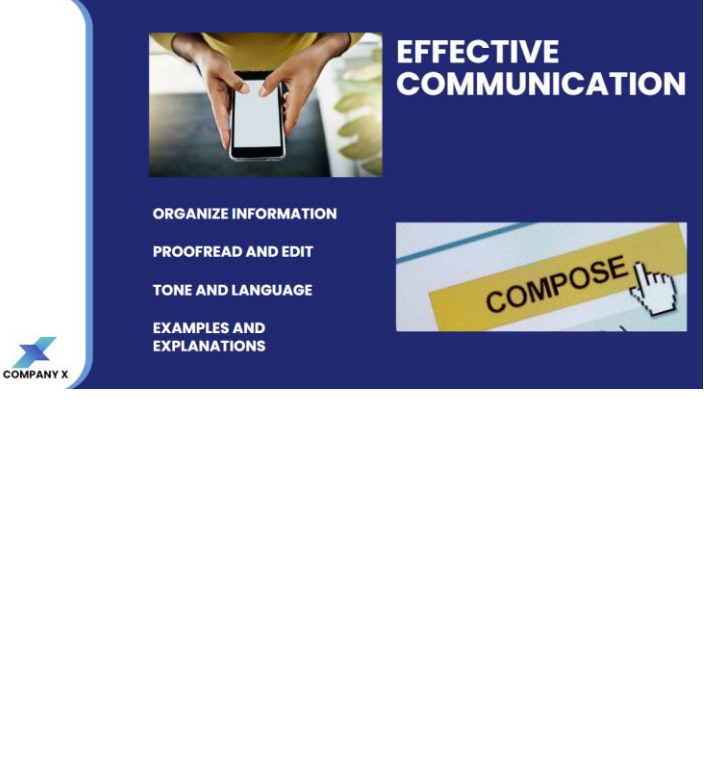
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<p>13 (5 min)</p>	 <p>DISCUSS</p> <p>Share any experiences and challenges you have faced with the strategies in the past</p> <p>Active Listening Give your full attention without distractions and focusing on what they are saying. Avoid interrupting or judgement.</p> <p>Empathy This involves understanding and sharing the speaker's feelings, thoughts, and experiences</p> <p>Asking Clarifying Questions Ensure clear and accurate understanding. Encourages the speaker to share more details and eliminate confusion.</p> <p>Finding Win-Win Solutions Mutually beneficial outcomes that address the interests and needs of all parties involved move towards common goals.</p>	<p>Facilitator SAY:</p> <p>We are going to split into some smaller break out rooms for 4 minutes. During this time please share with others any experiences and challenges you have faced with these strategies in the past.</p> <p>[advance slide]</p>	<p>Producer DO:</p> <p>After facilitator gives instructions you will send participants into breakout rooms that have been pre-assigned.</p> <p>Start 4 minute timer.</p> <p>Broadcast directions message to all participants as a reminder of the task:</p> <p>"Please share with others any experiences and challenges you have faced with the strategies in the past. (Active Listening, Empathy, Asking Clarifying Questions, Finding Win-Win Solutions)"</p> <p>When 1 minute is remaining broadcast reminder to all participants: "1 minute remaining"</p> <p>At the end of the 4 minutes please end all breakout rooms sending participants back to home screen.</p>
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<p>14 (4 min)</p>		<p>Facilitator SAY: Welcome back. I am going to call on a few people to share any key take aways from the break out rooms. If you would like to share please use the "raise hand" feature.</p> <p>Facilitator DO: Call on 2 or 3 people to share as time allows. Keep track of time to transition to next section.</p> <p>[advance slide]</p>	<p>Producer DO: As people raise their hand, select them to speak.</p>
<p>15 (2 min)</p>		<p>Facilitator SAY: Take a moment to write down any key points you want to remember from so far in our session. If you have any questions please type them in the chat so we can discuss them during our Q&A at the end. You will have 2 minutes to reflect, starting now.</p> <p>[advance slide]</p>	<p>Producer DO: start 2 minute timer Producer will choose 4 questions total from the chat to be answered during the Q&A session at the end. Choose a question from the chat and add to slide 22.</p>

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<p>16 Collaborative Techniques for Virtual Teams Total Timing: 7 minutes</p>	 <p>SESSION AGENDA</p> <ul style="list-style-type: none"> Introduction Understanding Conflict Conflict Resolution Strategies Collaborative Techniques for Virtual Teams Summary and Reflection <p>COMPANY X</p>	<p>Facilitator DO: Read subsection title.</p> <p>[advance slide]</p>	
<p>17 (2 min)</p>	 <p>EFFECTIVE COMMUNICATION</p> <ul style="list-style-type: none"> ORGANIZE INFORMATION PROOFREAD AND EDIT TONE AND LANGUAGE EXAMPLES AND EXPLANATIONS <p>COMPANY X</p>	<p>Facilitator SAY: Clear, concise communication can play a pivotal role in collaboration. There are various modes of communication that you already use including email, video conferencing, and instant messaging. Can you think of any others? Type your responses in the chat.</p> <p>Facilitator DO: Read responses and acknowledge with positivity as they come in. Give about 30 seconds for responses.</p> <p>Facilitator SAY: Let's zoom in on some tips for effective written and verbal communication. *Organize information logically. *Be sure to proofread and edit. This does not mean it needs to be approved by your</p>	

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		<p>high school English teacher but grammar, punctuation and spelling errors can lead to misunderstandings.</p> <p>*Think about your audience. Use the appropriate tone and language for the context. Remember cultural and company norms.</p> <p>*Your intended audience also should influence your choice of examples and explanations. Suit them to the knowledge and understanding of your audience. Different departments have different terms, acronyms, and their own technical jargon. Make sure your message will be clear to your audience.</p> <p>[advance slide]</p>	
18 (1 min)		<p>Facilitator SAY:</p> <p>Regular team check-ins, virtual team-building activities, and fostering a positive team culture will build trust and rapport between your colleagues.</p> <p>Remember that building a positive team culture in a virtual workplace requires ongoing effort and attention. Regularly assess the team's dynamics, gather feedback, and make adjustments as needed.</p> <p>[advance slide]</p>	

19
(2 min)



Facilitator SAY:

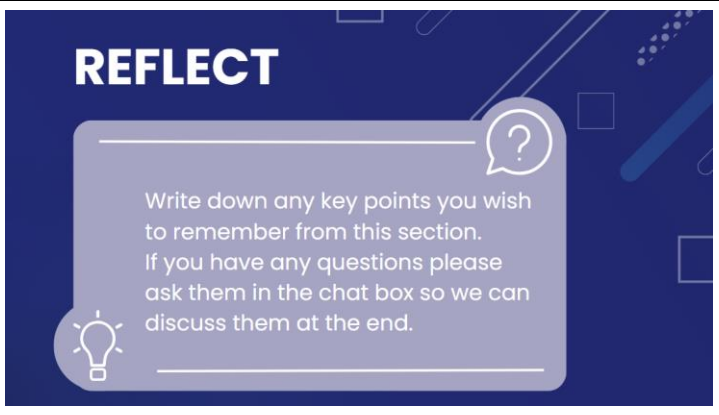

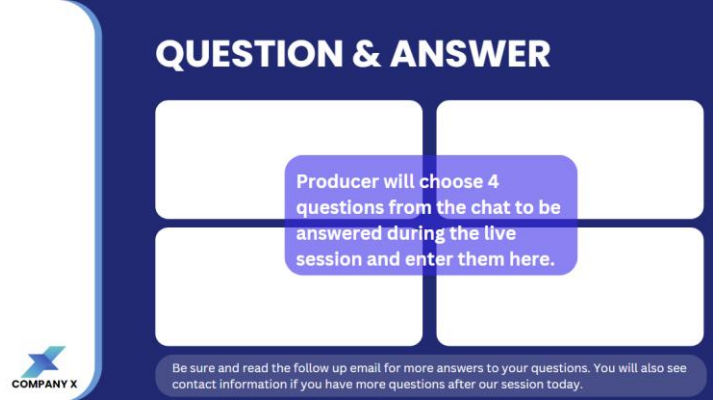
Let's discuss specific virtual collaboration tools. I'm sure you are all familiar with Microsoft Teams. Our company uses this for chat, video meetings, file sharing, and other application integration. Remember to take advantage of these features.

Another great tool is Basecamp. It is a project management and team communication platform that has features such task management, document sharing, message boards, and centralized project communication.


Jira is a powerful tool for agile project management, issue tracking, and software development. It allows teams to manage tasks, track progress, and collaborate on projects.

[advance slide]

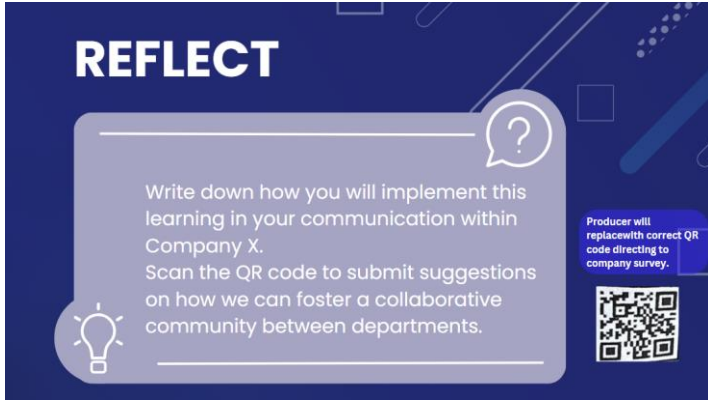
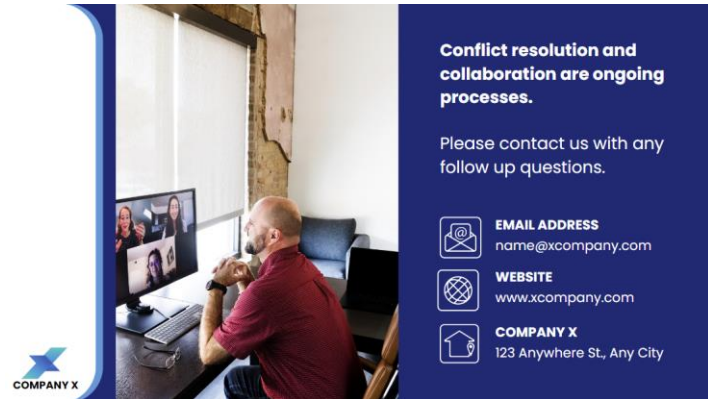
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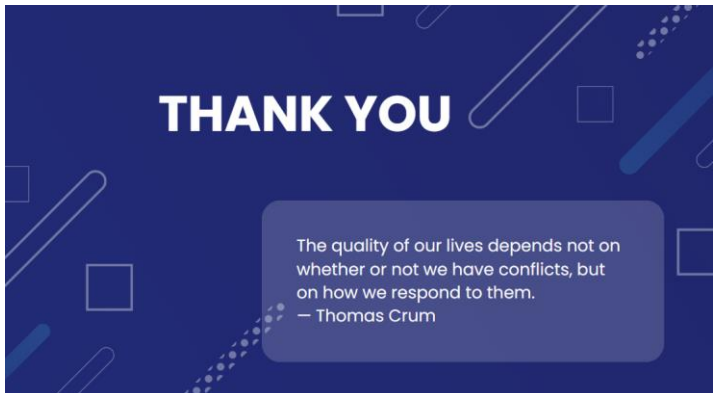
<p>20 (2 min)</p>	 <p>REFLECT</p> <p>Write down any key points you wish to remember from this section. If you have any questions please ask them in the chat box so we can discuss them at the end.</p>	<p>Facilitator SAY: Take a moment to write down any key points you want to remember from so far in our session. If you have any questions please type them in the chat so we can discuss them during our Q&A at the end. You will have 2 minutes to reflect, starting now.</p> <p>[advance slide]</p>	<p>Producer DO: Start 2 minute timer. Producer will choose 4 questions total from the chat to be answered during the Q&A session at the end. Choose a question from the chat and add to slide 22.</p>
<p>21 Summary and Reflection Total Time: 10 minutes</p>	 <p>SESSION AGENDA</p> <ul style="list-style-type: none"> Introduction Understanding Conflict Conflict Resolution Strategies Collaborate Techniques for Virtual Teams Summary and Reflection <p>COMPANY X</p>	<p>[advance slide]</p>	
<p>22 (6 min)</p>	 <p>QUESTION & ANSWER</p> <p>Producer will choose 4 questions from the chat to be answered during the live session and enter them here.</p> <p>Be sure and read the follow up email for more answers to your questions. You will also see contact information if you have more questions after our session today.</p> <p>COMPANY X</p>	<p>Facilitator SAY: You all made some great points and asked thoughtful questions throughout our session. Here are some of the questions from the chat. Any questions that are not answered during our live session today will be addressed in the follow up email you will receive after the session. The email will also have contact information if you have more questions.</p>	<p>Producer DO: You will type 4 questions from the chat here during reflection times from slides __, __, and __.</p>

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		<p>Facilitator DO:</p> <p>Read and answer the questions using knowledge from the course content. If there are questions that cannot be answered during the session let them know they will be answered in the follow up email.</p> <p>[advance slide]</p>	
<p>23 (1 min)</p>		<p>Facilitator SAY:</p> <p>Conflict resolution involves active listening, empathy, clarifying questions, and finding win-win solutions. Focusing on and understanding the other person's perspective and demonstrating care are key components. Asking clarifying questions helps gather information and prevent misunderstandings. Finding win-win solutions entails seeking mutually beneficial outcomes that address everyone's concerns.</p> <p>Virtual teams can utilize various techniques such as leveraging collaboration tools, maintaining regular communication, and establishing clear goals and expectations.</p> <p>With effective communication and positive conflict resolution virtual teams can foster</p>	

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		<p>collaboration, enhance engagement, and achieve successful outcomes.</p> <p>[advance slide]</p>	
<p>24 (2 min)</p>		<p>Facilitator SAY: Write down a few ways you will implement this learning in your communication and collaboration within Company X. You can scan the QR if you have more ideas or suggestions on how we can foster a collaborative community between departments. This link will also be included in your follow up email.</p> <p>[advance slide]</p>	<p>Producer PREWORK--Insert correct QR code linking to company survey. Producer DO: Start 2 minute timer.</p>
<p>25 (1 min)</p>		<p>Facilitator SAY: Remember conflict resolution and collaboration are ongoing processes. We encourage you to apply the skills you learned today in this session and check out additional resources for further learning and development. You will be receiving a follow up email with a recording of this session for future reference as well as links to additional resources. Thank you for being here today. If you have any further questions about today's session contact us by email name@xcompany.com</p> <p>[advance slide]</p>	<p>Producer DO: After session ends push out follow up email to participants that includes the link to the recorded session as well as the pdf job aid with additional resources and websites.</p>

26	 <p>THANK YOU</p> <p>The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them. — Thomas Crum</p>	EXIT SLIDE	
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