



Conflict Management Training
for
Pennsylvania Parks
and Forests Foundation

Introductory Module

Conflict management training

Three online modules

- One 30-minute video per module
- Total of three videos + one introductory module
 - Conflict in a group setting
 - Interpersonal conflict
 - Mediation and active listening
- Watch the videos when you have time, by yourself or with a group
- Written scenarios and questions - think about the scenarios by yourself, or with a group
- Discussion points – pause video

Idea behind this training

- In a situation involving conflict
- Only person you control is you
- Know more about yourself
- Techniques and methods of handling conflict

Why was this training developed?

- There are 49 volunteer friends groups under the PFFF non-profit umbrella and 15 independent groups
- Each of these groups has its own unique experience with conflict and dealing with a wide range of personalities
- Offer simple, time-tested methods of dealing with common issues

Your instructor

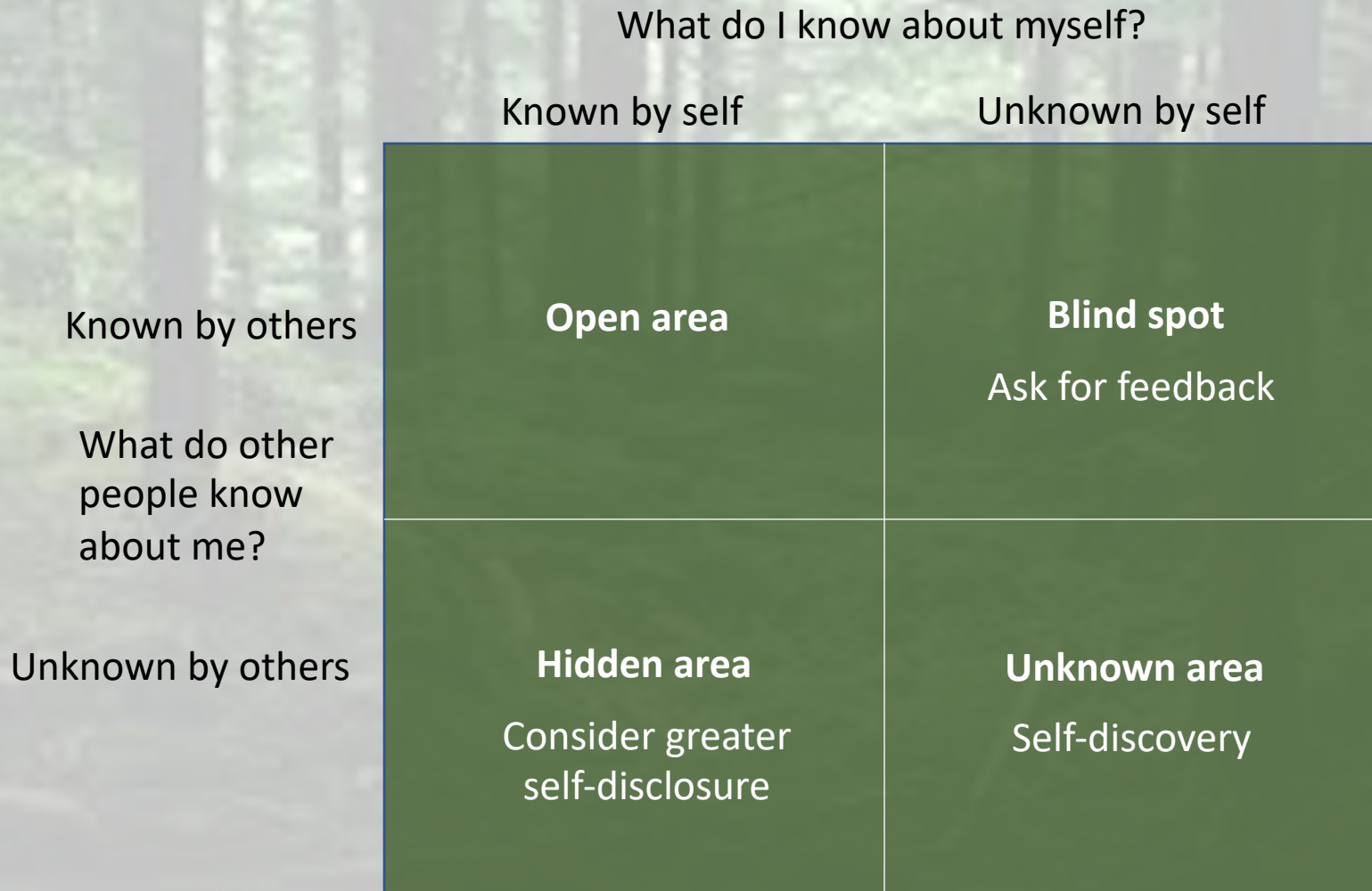


Janet McNally, D.Ed. SPHR

- 25+ years in Human Resources and Organization Development
- Standards for Excellence Pennsylvania licensed consultant
- Faculty Lecturer, Penn State Abington

Johari window

Luft and Ingham, 1955



Johari window – Open area

Luft and Ingham, 1955

- Open area – I know this about myself and others know this about me, too
- I believe I'm a good listener, and those who know me have told me I'm a good listener
- Observed but also disclosed
- What do you think is the advantage of your having an open window?
- What's the advantage of knowing the open windows of others?

Johari window – Blind spot

Luft and Ingham, 1955

- Blind spot – Others know something about me that I don't know
- When the group discusses financial issues, one of the members becomes defensive, and the group notices this reaction
- Develop a reliable, consistent way of asking for feedback: respectful, constructive, improvement-minded
- How can you or your group ask for feedback ?

Johari window – Hidden area

Luft and Ingham, 1955

- Hidden area – I know something about myself that others don't know
- There may be things about yourself that you prefer not to disclose; OK
- Are there things that, in the interest of developing trust in your group, you *may* want to disclose?

Johari window – Unknown area

Luft and Ingham, 1955

- Unknown area – no one knows this part of myself
- Things we might be really good at, but have not tried, or have had opportunity
- Attitudes or mindsets
- Take a chance and expand your repertory

See you in Module 1

- Conflict happens when groups form; how can you deal with conflict?