

Session Plan – Conflict Resolution and Change Management with Renee Smith

TIME	CONTENT	RESOURCE
Target Group	QUT business professors, lecturers and academics of varying ages and demographic. Looking for assistance with conflict resolution and change management	TNA Training Proposal – Signed off
Stakeholders	Rosemary Winter is informed of training requirements, parking, breaks Has briefed staff with resources, duration of training and location requirements	Email confirmation Event checklist complete
12.30	Set up room – Tables and chairs set up in U shape Flipcharts, Whiteboard Music set up Laptop charged Enrol students – complete private sign on Risk assessment, evacuation procedures	Flipcharts located White board Attendance list Speaker for music Spotify playlist
1.30	Welcome Intro – <ul style="list-style-type: none"> • Learning Outcomes – discuss Conflict, in the workplace, change management, brainstorm • Identify Areas of challenge/solutions • Reunite team with changes • Create a more cohesive motivated team • Ask Questions, consolidate Faculty to briefly introduce themselves	PowerPoint
1.40	Goal setting for the session 3 mins	PowerPoint Workbook Soft music
1.45-2.20	<ol style="list-style-type: none"> 1. What is change – Comfort Zone = life, growth, challenge, ever present – 5 mins 2. Debrief – Different filters, values 3. Values elicitation – Write personal list of life values 10 mins 	PowerPoint Music Workbooks Flip chart
2.20-2.40	<ol style="list-style-type: none"> 1. Cause and Effect – which side of the equation are you on? – discuss 10 mins 2. Communication model – discuss filters and Linguist Alfred korbyzski (Science and 	PowerPoint Flip chart

	<p>Sanity 1933), perception is projection – we all see the world differently therefore communicate accordingly 5 mins</p> <p>3. Activity – ACTIVE LISTENING</p> <p>4. Share a story and debrief – be present</p> <p>5. Conflict resolution techniques – discuss</p> <p>6. Confirm strategies to use in workplace</p>	
2.50-3.30	<p>Change Management Session – Each person is to write clearly on a piece of paper (handed out) their 3 biggest gripes, concerns, stresses at the Uni – Will be shared with Management</p> <p>For each one, consider a solution the Uni could provide (Realistic) AND something they personally contribute or take responsibility for 10 mins</p> <p>Gather up papers. (later collate and inform Ian)</p> <p>On flipchart, do group brainstorm session-5 mins to consider different actions they can do to assist in transition. Write in Workbook</p>	<p>Paper/flip charts</p> <p>workbook</p>
3.30-4.00	<p>Consolidation activity - each student is to share one action they are committed to doing differently</p> <p>Key points Summary - discuss progress and commitments</p> <p>Take Questions</p>	<p>PowerPoint</p> <p>Music</p>
4.00-4.30	<p>Activity - I start laughing...Everyone laugh out loud, keep going...Happiness is contagious 5 mins</p> <p>Team culture - discussion</p>	<p>Music – writing music</p>
4.30-4.50	<p>Share and debrief learnings - individual group share activity, answer questions, provide support</p> <p>Consider course improvements?</p>	<p>Music</p>
4.50	<p>FEEDBACK FORMS – handout and collect when done</p>	