



CONFLICT RESOLUTION

Student Leader Mentorship Training
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CONFLICT RESOLUTION FROM THE MENTOR POV

- You've obviously already been introduced to Conflict Resolution training, as it is a significantly discussed topic when it comes to leadership training
- It's vital to look at this topic from the mentorship POV as well as the leadership lens as an SSPL
- When you hear the words Conflict Resolution, what comes to mind?



**WHICH CONFLICT RESOLUTION
STYLE IS THE CORRECT ONE?**



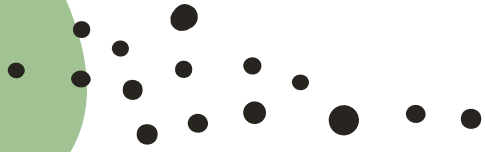
**THEY'RE ALL CORRECT
DEPENDING ON THE
CIRCUMSTANCE AND
SCENARIO.**

ASSESSING CONFLICT

- As a student leader mentor, you have a unique role that allows you to clearly see two very different perspectives
 - Student leader
 - Professional Staff
- Because we're such a tight-knit office, some situations of conflict arise
- It's important to be prepared for any situations that may arise
- There are instances where you may be floating information up to Pro-Staff, as well as back to the student leaders
- In order to master conflict management to the best of your ability, I want to introduce you to a technique I found when researching for training material...

OPEN THE FRONT DOOR

- **Observe:** Concrete, factual observations, not evaluative: “*I noticed...*”
- **Think:** Thoughts based on observations, “*I think...*”
- **Feel:** Emotions, “*I feel...*”
- **Desire/need:** Specific request or inquiry about desired outcome, “*I would like...*”
- This will help determine how the conflict can be best handled/addressed
- This will also clear up any miscommunication with being overtly clear



Based on the styles of conflict we have discussed, and the OTFD method of conflict communication, present a scenario that incorporates a specific resolution style used successfully.

