OUTLINE FOR CONFLICT RESOLUTION - IMPROVISED WORKSHOP

- Introduction

- Bibliography – Robert Barton, Acting Onstage & Off
  Munchkin Mediation: Conflict Resolution in Oz
  P.E.O. Conflict Resolution
  “How To Deal With Difficult People”- Parag Kar
  20 years teaching acting to all ages
  67 years of dealing with difficult people!
  25 years of AAUW leadership

- Purpose of Workshop

- Review Improv Ground Rules

- Review Conflict Resolution Skills

- Situations: Will not share ahead of time because this is IMPROV!
  1. You’re at a board meeting reporting on the progress of a program the board has asked you to do on “Human Trafficking”. Several members say they will not attend because it doesn’t affect their lives. (Calm Down)
  2. You call the incoming president to explain why you are resigning from the board. (I-Statement)
  3. You are discussing why an interest group scheduled an event on a religious holiday that affects you. (Other Perspective)
  4. A younger member is frustrated because you and the board aren’t listening to her concerns. (Don’t Interrupt)
  5. You believe that the branch should not only consider the elderly members, but the younger members as well. (Point of View)
  6. Several members discuss the way to solve the Younger vs. Older members’ activities and programs. (Work Things Out)
  7. Discuss a win-win situation (Negotiate)
  8. You can’t sleep at night because a member has been rude to you. (Constructive Ways to Express Anger)
  9. Discuss ways to follow-through with the board on agreements made. (Stand By Agreements)
CONFLICT RESOLUTION SKILLS

• CALM DOWN: Take A Big Breath, Walk away, Count to 10!

• USE “I STATEMENTS: I think, I feel, etc.
  When you do “X”, I feel “Y”

• THE OTHER PERSPECTIVE: Put yourself in their shoes

• DON’T INTERRUPT: Listen to what they are saying and feeling

• POINT OF VIEW: Try to understand a different point of view, let’s agree to disagree

• WORK THINGS THROUGH: Don’t run away, conflict is sometimes good

• NEGOTIATE: Work together for possible solutions,
  Creative Brainstorming,
  Win-Win Situation

• CONSTRUCTIVE WAYS TO EXPRESS ANGER: Keep a journal,
  Write a letter,
  Draw a picture

• STAND BY AGREEMENTS: No repercussions, follow-through
IMPROVISATION GROUND RULES

Any game needs rules, or there is no structure to the freedom. The more wild and freewheeling the game, the more important are those rules that keep it from chaos. In improve, the participants agree to:

1. Participate without evaluating, explore without judgment.

2. Stay involved until the session ends because either the situation has resolved itself or the coach calls it to an end. Accept side-coaching, without breaking your concentration.

3. Play to solve the problem, not to find the clever line or cute ending, which may be untrue to the character.

4. Remove preconceptions or plans and respond only in the moment.

5. Accept whatever another participant brings into the scene as true. If a participant enters an improve scene, looks at you and shouts “Sister!” with open arms, you don’t answer “I’ve never seen you before in my life.” All new information is accepted. You are her sister. Hug her. If a new participant comes in while you are holding a broom and asks you whether your baby is a boy or a girl, your broom is indeed your baby. You get to decide the sex.

Improvisation is aimed at tapping intuition, your knowledge that does not rely on reason or rational processes. It can help sharpen insight, your capacity for guessing accurately. And it can help you dare to decide quickly, and dive in, without wasting time in speculating or reflecting unnecessarily. All of us would like to make better decisions faster, without mentally debating an issue to death.

Robert Barton Acting: Onstage and Off