Conflict Leadership Program



WELCOME TO THE PROGRAM!



Thank you so much for joining our wonderful CCI Academy Conflict Leadership Program. I hope you enjoy being part of our group of leaders who are all working towards artistry (and a more peaceful future) in all aspects of their work and personal lives. Let's continue to learn and grow together!

2021

THEMES FOR EACH MONTH

- JANUARY: **LOOKING BACK AND FORWARD**
- FEBRUARY: **OUR RELATIONSHIP WITH CONFLICT**
- MARCH: **OUR WORK IN THE CONFLICT FIELD**
- APRIL: **DEVELOPING OUR PRACTICE**
- MAY: **REFLECTING ON ESSENTIAL SKILLS**
- JUNE: **EXPLORING ORGANISATIONAL CONFLICT**
- JULY: **ETHICS IN CONFLICT WORK**
- AUGUST: **CONFLICT RESOLUTION ONLINE**
- SEPTEMBER: **MANAGING RESISTANCE TO CONFLICT**
- OCTOBER: **CONFLICT PREVENTION**
- NOVEMBER: **REFLECTIVE PRACTICE**
- DECEMBER: **REFLECTING ON THE YEAR**





JANUARY

LOOKING BACK AND FORWARDS

QUESTION #1: What are you leaving behind from 2020?

QUESTION #2: What do you now know with 2020 hindsight?

QUESTION #3: What intentions are you bringing into 2021?

QUESTION #4: What are going to be your biggest challenges in 2021?

QUESTION #5: What are three things you'd like to gain from participating in this group this coming year?

JANUARY

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

CCIACADEMY.COM | © 2021

Notes



FEBRUARY

OUR RELATIONSHIP WITH CONFLICT

QUESTION #1: How would you describe your typical response to conflict? This may vary, of course, based on context and the people involved.

QUESTION #2: Think about a particularly memorable experience of conflict in your life (it may be a positive or a negative experience). What did you learn from that experience?

QUESTION #3: How have your past experiences with conflict informed your current approach to conflict?

QUESTION #4: Are there particular types of conflict, or particular types of behaviours, that you find especially challenging to manage in conflict? Describe them and see if you can explain what it is that makes them so challenging for you.

QUESTION #5: Which of your values are most related to / impacted by conflict?

QUESTION #6: Describe the areas in your life when your "ideals" about conflict do not translate easily into your "practice" (i.e. when you find it hard to walk the talk).

QUESTION #7: If you could change one thing about how you think / feel / behave in conflict, what would it be an why?

FEBRUARY

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes



MARCH

OUR WORK IN THE CONFLICT FIELD

QUESTION #1: What influenced you to work in this field? / What influenced you to work on managing conflict better in your current field?

QUESTION #2: What do you hope to achieve in this field? / What do you hope to achieve in relation to managing conflict in your current field?

QUESTION #3: What impact would you like to have? What legacy would you like to leave?

QUESTION #4: How would you define your practice? What do you do? What don't you do? Why?

QUESTION #5: What would you like to do more of?

QUESTION #6: What would you like to do less of?

QUESTION #7: What are the main challenges for you in your practice right now? What do you see as your main challenges in the future?

MARCH

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

CCIACADEMY.COM | © 2021

Notes



APRIL

DEVELOPING A PRACTICE

QUESTION #1: How established would you say your conflict management practice is at the moment? (If you are not running a conflict management business, think about how established you feel in your personal conflict management practice in your current role.)

QUESTION #2: What would you like to develop further?

QUESTION #3: What kinds of strategies have worked for you to develop your practice so far?

QUESTION #4: What kinds of things are you interested in trying in the future?

QUESTION #5: How effective do you feel you are in marketing your practice / yourself as a conflict management leader? How do people find you when they need you?

APRIL

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

CCIACADEMY.COM | © 2021

Notes



MAY

LET'S TALK ABOUT SKILLS

Listening

QUESTION #1: How do you use the skill of listening in your current role / practice?

QUESTION #2: What do you think are your main strengths in listening?

QUESTION #3: In what kinds of situations do you find listening more of a challenge?

QUESTION #4: Provide an example from your past experience when you faced a particular listening challenge or something unexpected happened.

Questioning

QUESTION #1: How do you use the skill of questioning in your current role / practice?

QUESTION #2: What do you think are your main strengths in questioning?

QUESTION #3: In what kinds of situations do you find questioning more of a challenge?

QUESTION #4: Provide an example from your past experience when you faced a particular questioning challenge or something unexpected happened.

Summarising / Paraphrasing / Reflecting

QUESTION #1: How do you use the skills of summarizing / paraphrasing / reflecting in your current role / practice?

QUESTION #2: What do you think are your main strengths in summarizing / paraphrasing / reflecting?

QUESTION #3: In what kinds of situations do you find summarizing / paraphrasing / reflecting more of a challenge?

QUESTION 4: Provide an example from your past experience when you faced a particular summarizing / paraphrasing / reflecting challenge or something unexpected happened.

MAY

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

CCIACADEMY.COM | © 2021

Notes



JUNE

ORGANISATIONAL CONFLICT

QUESTION #1: What are the areas that you think are most important in managing conflict in organisations?

QUESTION #2: Where do you think there needs to be much more attention?

QUESTION #3: What do you think are the important roles / responsibilities?

QUESTION #4: How do we manage risk in relation to conflict in organisations?

QUESTION #5: If you had a magic wand, what would you change in organizational approaches to conflict?

JUNE

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

CCIACADEMY.COM | © 2021



JULY

ETHICS IN MANAGING CONFLICT

QUESTION #1: What do you think are the most important elements of behaving ethically in conflict?

QUESTION #2: What kinds of questions should we ask when ethical dilemmas arise?

QUESTION #3: How do we decide what to do when an ethical dilemma arises?

QUESTION #4: Ethical dilemma case studies

JULY

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes



AUGUST

CONFLICT RESOLUTION IN AN ONLINE ENVIRONMENT

QUESTION #1: What are the challenges of working with conflict in an online environment? What are the opportunities?

QUESTION #2: Share examples of good practice managing conflict in the virtual space.

QUESTION #3: What are some of the things that can go wrong in the virtual space?

QUESTION #4: What suggestions do you have to manage the challenges of working virtually?

AUGUST

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes



SEPTEMBER

MANAGING RESISTANCE TO CONFLICT MANAGEMENT / RESOLUTION PROCESSES

QUESTION #1: Share examples of resistance to engaging with conflict / conflict management from your experience (this may be from people directly involved in the conflict, and/or from sponsors/organisations).

QUESTION #2: What have you found typically helps when parties or sponsors are resistant to engaging?

QUESTION #3: How do you handle situations in which you believe that the resistance cannot be overcome?

SEPTEMBER

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes



OCTOBER

WORKING IN THE CONFLICT PREVENTION / CAPACITY BUILDING SPACE

QUESTION #1: What might we do differently in the conflict prevention / capacity building space from what we do in the conflict management / resolution space?

QUESTION #2: How do we demonstrate the value of this kind of work and get buy-in from relevant stakeholders and?

QUESTION #3: Share some examples of good practice (and good ideas that you haven't yet been able to implement)!

OCTOBER

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes



NOVEMBER

REFLECTIVE PRACTICE CASE STUDY SHARING

QUESTION #1: Pick an example of an intervention / conflict situation that you were involved in over the past year, and prepare answers to these reflective questions. During this session we will share our experiences and also ask each other follow up questions to deepen our reflections.

QUESTION #2: What did you find most interesting / challenging about this situation?

QUESTION #3: What do you feel that you handled well in the situation?

QUESTION #4: What aspects of the situation did you feel you could handle better?

QUESTION #5: What, specifically, concerned you about those aspects?

QUESTION #6: What surprised you about the situation?

QUESTION #7: What did you learn from the situation?

NOVEMBER

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes



DECEMBER

REFLECTING ON THE YEAR, CELEBRATING OUR SUCCESSES, AND PLANNING FOR 2022!

QUESTION #1: What are you most proud of relating to your conflict leadership development in 2021?

QUESTION #2: What challenges have you overcome in the past year?

QUESTION #3: What have been your main learnings this year?

QUESTION #4: What are you planning to do to continue your conflict leadership development in 2022?

DECEMBER

REFLECTIONS

What was the most interesting or helpful thing about this session?

List 1-2 actions you are going to take to implement what you've learned.

Notes