

Conflict Management for Small Businesses and Nonprofits Impacted by Internal Conflict

Project Outline

DATE	DAY	TIME (GMT + 1)	ACTIVITY
August 7th	Wednesday	10:00 AM	<ul style="list-style-type: none"> • Welcome Orientation • Get to know everyone • Ground Rules • Introduction to the Course outline • Short Break • Integrating Experiences with ORID • Short Break • How to Give and Receive Feedback • Reflections & Gratitude
August 8th	Thursday	10:00 AM	<ul style="list-style-type: none"> • Review • Opening Circle • Social-Emotional Leadership Skills • Short Break • Core Values • Trauma & Resilience by Carolina Zapata • Reflections & Gratitude
August 9th	Friday	10:00 AM	<ul style="list-style-type: none"> • Review • Enhancing and Sustaining Team Productivity in Volunteer-driven Nonprofits & Small Businesses Impacted by Internal Conflict: A Perspective on Recalibrating Structure and Culture through the Use of Powerful Questions • Reflections & Gratitude
August 14th	Wednesday	10:00 AM	<ul style="list-style-type: none"> • Review • Restorative Justice (Day 1) • What is Restorative Justice? • Power and Accountability • Short Break • Race and Equity • Iceberg of Human Complexities • Universal needs & feelings

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			<ul style="list-style-type: none"> • Short Break • Stress response • Trauma & Resilience • Preview of the Circle • Demonstration • Reflections & Gratitude
August 15 th	Thursday	10:00 AM	<ul style="list-style-type: none"> • Review • Restorative Justice (Day 2) • Circle Demonstration • Reflections & Gratitude
August 16 th	Friday	10:00 AM	<ul style="list-style-type: none"> • Review • Restorative Justice (Day 3) • Engagement • Empathy • Facilitation 101 • Reframing • Short Break • Addressing Challenging Behavior & De-escalation • Implicit and Explicit Bias • Multi-partiality • Short Break • Preview of Circle Practice • Reflections & Gratitude
August 21 st	Wednesday	10:00 AM	<ul style="list-style-type: none"> • Review • Restorative Justice (Day 4) • Demonstration • Reflections & Gratitude
August 22 nd	Thursday	10:00 AM	<ul style="list-style-type: none"> • Review • Solution-focused Conflict Coaching (Day 1) • What is Conflict Coaching? • YOU CAN Conflict Coaching Model Review • Short Break • The Art of Listening and Effective Questions • Conflict 101: Models of Conflict Resolution • Reflections & Gratitude

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August 23 rd	Friday	10:00 AM	<ul style="list-style-type: none"> • Review • Solution-Focused Conflict Coaching (Day 2) • Defining Success • Observation & Evaluation • Communication Strategies • Short Break • Self-care • Ethical Considerations • Coaching Practice • Reflections & Gratitude
August 28 th	Wednesday	10:00 AM	<ul style="list-style-type: none"> • Review • Dialogue for Difficult Subjects (Day 1) • Defining Dialogue • How Does Dialogue Work? • When Is Dialogue Useful? • Short Break • Organizing a Dialogue Process • Designing a Dialogue Process • Facilitating a Dialogue Process • Short Break • Demonstration • Reflections & Gratitude
August 29 th	Thursday	10:00 AM	<ul style="list-style-type: none"> • Review • Dialogue for Difficult Subjects (Day 2) • Moving from Dialogue to Action • Assessing Dialogue Effectiveness • Dialogue for a Zeitgeist • Short Break • Demonstration • Reflections & Gratitude
August 30 th	Friday	10:00 AM	<ul style="list-style-type: none"> • Review • What is mine to do? • Reflections & Gratitude • Issuance of Certificate • Closing