

Simplified Conflict Resolution

Exercises

Use this exercise in a group exercise to identify a methodology for improving relationships with other key teams and stakeholders.

Physical Setting

Chairs around a conference table or set of tables arranged in a U-shape.

Materials

A copy of ***The Relationship Builder*** for each participant.

Process

1. Open the session with a statement about the importance of effective interfaces with key people and teams in the organization.
2. Ask the team to brainstorm a list of stakeholders in the organization with whom they need to develop effective cross-team relationships. Write the names on a whiteboard.
3. Divide into subgroups of three to four people. Ask each group to select one of the key stakeholders and prepare a plan to improve relationships with them. Distribute a copy of ***The Relationship Builder*** to each person.
4. Each team presents their plan followed by an open discussion with other team members.
5. Conclude the activity by facilitating a discussion of next steps for building effective inter-team relationships.

Variations

1. Focus on only one key stakeholder (e.g., a major supplier or customer, senior management or a key support group). The total group develops the plan together in an open discussion while the facilitator writes the answers on the whiteboard.
2. Focus on only one key stakeholder. Each subgroup develops its plan independently. When the total group reconvenes, the plans are compared and the best ideas are incorporated into one team plan.

The Relationship Builder

Respond to the following questions in the spaces provided.

1. Select a person, department or team that you need to help your team be successful:

2. What specific types of help or support do you need from them?

3. What types of assistance do they need from you?

4. What common goals do you share with them?

5. Are there any existing barriers that seem to prevent you from working together?

6. What specific steps can you take to overcome these barriers?

7. Which member of your team would be the best interface or contact person with this team?

8. What specific steps will you take to develop an effective relationship with this person or team?
