



APCA Pivot Your Programs: Building the Team, Conflict Resolution, and Creating Goals December 7, 2023

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Building the Team

The objective of team building is to create _____
in different environments so people can _____ together.

Team building does not happen _____, it is a
_____.

Ways that teams are built: _____

Keys to Team Building:

1. Make people feel _____. (Greeter and name tags.)
2. Get people to _____. (Share something about themselves)
3. Get to know others on a _____ level. (Work on activity that gives team members a chance to know each other better)
4. Have a _____ experience. (Ropes course, group recreation, etc.)
5. Get to know each other _____.
6. Move forward with the team:
 - a. Have a _____ for the team.
 - b. Do _____.
 - c. Assign _____ for everyone to increase involvement and avoid _____.

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7. Members need to put team _____ self in matters impacting the team.
8. Know how you will _____ the team _____.

Conflict Resolution

Sources of Conflict (write down sources of conflict in professional settings, organizations, relationships, class, work, etc)

c.

Modes of Managing Conflict

1. _____ = _____ This style is characterized by low assertiveness of one's own interests and low cooperation with the other party. This is the "hiding the head in the sand" response. Although avoidance can provide some short-term stress reduction from the rigors of conflict, it does not really change the situation. Thus, its effectiveness is often limited. Avoidance does, however, have its place if the issue is trivial, people need to cool down, or the opponent is very powerful and hostile.
2. _____ = _____ Cooperating with the other party's wishes while not asserting one's own interests. If people see accommodation as a sign of weakness, it does not bode well for future interactions. However, it can be an effective reaction when you are wrong, the issue is more important to the other party, or you want to build goodwill.
3. _____ = _____ This style tends to maximize assertiveness for your own position and minimize cooperative responses. In doing so, you tend to frame the conflict in strict win-lose terms. Full priority is given to your own goals, facts, or procedures. The competing style holds promise when you have a lot of power, you are sure of your facts, the situation is truly win-lose, or you will not have to interact with the other party in the future.
4. _____ = _____ This style combines intermediate levels of assertiveness and cooperation. Thus, it is itself a compromise between pure competition and pure accommodation. Compromise places a premium on determining rules of exchange between the two parties. Also, compromise does not always result in the most creative response to conflict. Compromise is not so useful for resolving conflicts that stem from power to asymmetry, because the weaker party may have little to offer the stronger party. However, it is a sensible reaction to conflict stemming from scarce resources.

5. _____ = _____ Both assertiveness and cooperation are maximized with the hope that integrative agreement will occur that fully satisfies the interests of both parties. Emphasis is put on a win-win resolution in which there is no assumption that someone must lose something. Rather it is assumed that the solution to the conflict can leave both parties in a better condition. Ideally, collaboration occurs as a kind of problem-solving exercise. It probably works best when the conflict is not intense and when each party has information that is useful to the other.

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Dave's Five Concepts

1. If you have a conflict with someone and you do not take it _____ that _____, then it can't be _____.
2. Deal with conflict _____-on-_____: _____ in public, _____ in private.
3. Use the three _____ system: _____, _____, _____.
4. Learn to _____ the _____ from the _____.
5. Confront the _____ with a _____.

Goal Setting

S _____
M _____
A _____
R _____
T _____

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Goal 1. _____ (_____)

Accountability: _____

Plans for Goal 1: A) _____ (_____)

Accountability: _____

Plans for Goal 1: B) _____ (_____)

Accountability: _____

(Create as many goals and plans as you need and want using this format)