

TRAINING AGENDA
Department of Veterans Affairs, Veteran Benefits Administration
Workplace Communication & Conflict Resolution

March 2, 2023 | 9:30 AM -1:00 PM

Pre-Workshop Task:

1. *Think of a workplace conflict you experienced in the past.*
 - a. *What was the cause of the conflict?*
 - b. *What escalated the situation?*
 - c. *How was the issue resolved?*
 - d. *What did you do well?*
 - e. *What did you learn or what could you have done differently?*

9:30-9:45 AM	Icebreaker & Introductions
9:45-10:35 AM	Workplace Communication <ul style="list-style-type: none"> • Critical Communication Skills for All <ul style="list-style-type: none"> ○ Active Listening Demonstration ○ Active Listening Activity ○ Who Am I? Activity ○ Back-to-Back Drawing Activity
10:35-10:45 AM	Break
10:45-11:55 AM	Conflict Resolution <ul style="list-style-type: none"> • Defining and Reframing Conflict • Steps to Conflict Resolution <ul style="list-style-type: none"> ○ What Would You Do? Jigsaw Activity ○ Conflict Confessions Discussion
11:55-12:05 PM	Break
12:05-12:50 PM	Culminating Activity: Marshmallow Challenge
12:50-1:00 PM	Final Thoughts/Training Evaluation/Q&A