

**Organization and country:** Ireland

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**Name of the activity:** Conflict resolution Dynamics – Barriers to the solution

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**Overview (What I am going to learn?):**

I am going to change my perspective when facing a problem from “facing it” to “solve it”.

I will be able to look at the problem from a “let’s solve it”.

I will work as a team with my colleagues.

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**Objective (What am I going to learn it for?):**

The aim of this activity is to teach participants to solve a problem, as well as to measure the group's capacity to deal with it as a team with a problematic situation in order to find a solution in a constructive manner.

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**Materials:**

It will take place in a large space and a blackboard, sheets of paper and pens will suffice as materials.

**Videos:**

<https://www.youtube.com/watch?v=2f9eCs34ugA&t=63s>

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**Time:** Estimated time 60 minutes

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**Target group:**

Professionals working in the same company that teams up to solve problems.

Ideally in large groups of 15 to 20 members.

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### **Instructions for facilitators**

This activity has several objectives that should be taken into account by the facilitator.

It is intended to train participants in a constructive, team-based approach to problem solving.

This activity will also improve the performance of the team and the way the company works.

It will enable all employees to put on the shoes of a manager and to move from mere describer of a problem into a promoter of solutions.

### **Tasks and procedures:**

#### **Phase 1:**

1. A sheet of paper is given to each member of the group to write down the problem they have recently identified.
2. The sheets of paper are folded and placed in a bag.
3. each participant takes a sheet of paper out of the bag and reads it out loud, while another member of the group writes down what has been said on the board.
4. Once all the problems have been written down, one problem is chosen to be solved by voting.

#### **Phase 2:**

5. Once the topic has been chosen, there is a discussion about what has happened and, under the chosen topic, two columns are drawn on the blackboard.
6. In one column you write down the functional forces, i.e. advantages or positive aspects of the issue discussed.
7. In the other column you write down the dysfunctional forces, i.e. disadvantages or negative aspects.
8. Once this has been noted, the plausibility of the problem itself is discussed, whether it can be reformulated into something productive for the group or whether it is an issue that needs to be solved peacefully through other activities.

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### **Conclusion and evaluation:**

1. Has the problem been solved?

2. Has the activity uncovered a process implemented to solve the problem?
3. Has there been respect for the opinions expressed by each member as a possible solution to the problem?
4. Which participants were most constructive in their assessment of the problem?
5. What do the participants think of this dynamic?
6. Do you think it can be implemented as a future measure in the company?