"A Close-up with Conflict"
Games to transform conflict into collaboration

A workshop by Pradeepa Narayanaswamy
@NPradeepa
Agenda

- Ice breaker
- Introduction & an embarrassing story
- Components of conflict
- Cost of avoiding conflict
- Games with debrief

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ICE BREAKER

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Another Name Game

- Find a partner - preferably a new person
- Each person takes 1 minute to explain the origin of your name
  - What it means
  - Where it came from
  - Reason for your parents giving this name
Debrief

- How important are names? What are some ways to remember names?
- In what ways does the story behind our names define us?
- How does this relate to trust within the team?
INTRODUCTION
Hello!

I am Pradeepa..

- Fertility Coach
- Agile Passionista
- Enterprise Coach, Cox Auto
- Professional Scrum Trainer, Scrum.org
- Cheese Head, Soap Collector & Vegetarian Foodie

@NPradeepa #BadAssPrincess
I want to tell you a story!

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COMPONENTS & COST OF CONFLICT
Components of Conflict

- Communication
- Competition
- Inconsistency
- Diversity
- Perspective
- Emotional Intelligence
- Interdependency

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What is the Cost of Avoiding Conflict??
LET THE GAMES BEGIN...

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A Close-up with Conflict...

The objective of this game is to understand one’s initial reaction to conflict and how our reactions may influence the outcome of conflict.

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Rules of the Game

- I AM CONFLICT
- Each of you in this room physically position yourself to me
- Pay attention to your body language
- Pay attention to your distance from me
- Move to a different spot if you need to
- Go back to your seat and capture your observations

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What are some reasons you are standing where you are?
If where you are standing signifies your initial reaction, where might you stand after taking some time to think about conflict?
What are some things that would cause you to move?
How might our reactions influence the course of conflict?
You Don't Say

The objective of this game is to understand the messages we send nonverbally and to create awareness of others’ non-verbal messages.

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Rules of the Game

- Each table pick one person who will enact the instructions
- **Instructions should not be revealed to others**
- The volunteer will act as many as they can to their table mates. Go in order. Say #1, #2, #3, #4...
- Table mates will each note down what you perceive from the act
- Volunteer will also note down your interpretation of the act
- After the time box, each of you share your interpretation of the act including the volunteer

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Debrief

- How powerful is nonverbal communication? Do we all interpret nonverbal messages the same way? Why and Why not?
- What are some things to keep in mind regarding messages we send nonverbally?
- What are some nonverbal signs we may use during conflict
  - That adversely affect resolution?
  - That would indicate willingness towards collaboration & resolution?

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Two Truth & a Lie with a Twist

The objective of this game is to understand how our judgements are not accurate many times and how it leads to ineffective communication.

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Rules of the Game

- Form a pair
- Each person concisely tell 2 truths and one lie about them in random order
- The other person make a quick note for yourself about the truths and lie
- After both of you get to tell your truths and lie, share your answers on the lie about others and why you chose that as the lie

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Debrief

What were your guesses based on? Are they based on any preexisting judgements?

Does this ever happen when you are interacting with someone else? Why does this happen and what can we do about it?

In what ways does this affect our communication and ability to resolve conflict?
The objective of this game is to recognize our emotional hot buttons, understand the barriers it can create and learn how to control it.
Rules of the Game

- Form a pair
- Partner A take a minute and tell your Partner B on how to push your emotional hot buttons
- Tell as many as possible
- Partner B take notes on all the emotional buttons for your Partner A. You have to give this list to them later
- After 1 minute, switch and repeat the same for the other partner
- Pick top 2 hot buttons for each of you and then discuss ways to tackle them for future

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Debrief

- Do a 1 minute debrief with you partner on these questions before we debrief as a whole
- Now that you are aware of some of your emotional hot buttons, what can you do about it?
- What are some ways we can learn to recognize and to control our hot buttons when interacting with others?
The objective of this game is to understand the obstacles of collaboration and to experience a collaborative process.
Rules of the Game

- Pick a facilitator (time keeper) for each table. Time is 5 seconds per person.
- Rest of the team participates.
- Take the empty sheet from the middle of the table.
- No talking or discussing before/during this activity.
- First person starts drawing a shape or outline.
- Facilitator will shout “change” when 5 seconds is up, the paper will be passed to the next and they will continue. After 5 seconds, the paper will be passed to next and so on.
- Team will have 1 minute to draw and tweet as many pictures to #Agile2018 #conflict #werock #BadAssPrincess

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Debrief

- Did your table draw anything recognizable?
- Was there a natural tendency to draw supportively and harmoniously, or were there conflicting ideas?
- What was your expectation of the completed drawing? Did your expectation change? Why?
- What was so important about having an open mind?
- How did stress and time pressure affect your willingness to collaborate?
- Why it may be important to collaborate over stressful times?
Wrap-Up

Where will you use these games?

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Namaste...

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