

Resolving conflict role play

Role players:

- Take a couple of chairs and sit slightly apart from the rest of the group.
- “A” and “B” have a problem. “B” outlines the problem he/she experiencing. “A” responds and they work for ten minutes to resolve the problem.
- You will need to add your own local “colour” to the conversation.

Facilitator:

- Basically keeps time and tells role players when to stop.
- At the end of the role play “de-roles” people by asking them to say their real name and what their favourite TV programme is. (This is just to make sure that any difficult conversations in the role-play don’t hang around after the role play is finished. It sounds simple but is an important step.)
- Now that the role players are out of role, you can ask them to reflect on how the conversation went – what they thought went well, and what they might do differently next time.
- Asks the observers, one at a time, to say something that “A” or “B” did that helped move the conversation to a constructive resolution.

Observers:

- Your job is to feed back to A and B comments that will help them to resolve conflicts well in the future. (Not, for example, to show how clever you are....) In other words, be sensitive.
- Listen carefully to the conversation and note down anything that “A” or “B” says that seems to help move the conversation forward to a constructive resolution.
- And anything that you saw that you think blocked or hindered the conversation.
- Feedback at the end when asked by the facilitator. Remember, people learn as much from you explaining what you thought worked well, as they do from you saying what you thought seemed to get in the way.
- When you are feeding back what didn’t go well, you can suggest things that A or B might have tried instead.