

## *Breakout Room Exercises*

### Navigating Conflict with Empathy, Honesty & Creativity

#### **1. Not-Empathy Practice - 5 min total - 2 people in each room**

- 2 minutes each
- Person A
  - Use a generic gentle-start up to begin the conversation
    - "I've noticed ... What's up?"
  - Then role-play as if you're the other person in the conflict and use as much NON-empathy as you can:
    - Blaming
    - Explaining
    - Negating
    - Complaining
    - Giving advice
- Person B
  - Give a brief description of your scenario so the other person knows their role
  - Then share your perspective and concerns on the situation, as if you're talking to the person involved
- Switch roles after 2 minutes
- Debrief for the last minute
  - How did that feel?
  - What did you learn?
- Prepare to share a takeaway with the larger group

#### **2. Practice empathy - 10 min total - SAME 2 people in each room**

- 3 minutes each
- Person A
  - Use a generic gentle-start up to begin the conversation
    - "I've noticed ... What's up?"
  - Then practice listening to understand and toggling between the 4 tools while Person B shares.
    - Listen for feelings, needs, and values
    - Toggle between
      - Clarifying questions - clarify anything you don't understand
      - Educated guesses - "I'm wondering if..."

- Reflective questions - "It sounds like you're feeling/needing \_\_\_\_\_, is that right?"
- Reassurance
  - "How you're feeling makes sense."
  - "You're not in trouble."
  - "I want to understand how you see this."
- Person B
  - Share your perspective and concerns on the situation, as if you're talking to the person involved
- Switch roles after 3 minutes
- Debrief for last 4 minutes
  - How did that feel?
  - What did you learn?
- Prepare to share a takeaway with the larger group

### **3. Share your concern - 10 min total - 2 people in each room**

- 3 minutes each
- Person A
  - Give a brief description of your scenario
  - Recap the other person's concerns
    - "Ok so your concern is ... Did I get that right?"
  - Share your 1 - 3 concerns
    - "I'd like to share my concerns with you. I'm concerned that..."
    - "These are the priorities I'm operating from..."
- Person B
  - Listen to Understand - Practice empathy
- Switch roles after 3 minutes
- Debrief for last 4 minutes
  - How did that feel?
  - What did you learn?
- Prepare to share a takeaway with the larger group

#### **4. Collaborate On a Solution - 10 min total - 2 people in each room**

- 5 minutes each
- Person A
  - Give a brief description of your scenario
  - Share your needs/concerns and your best guess at the other person's needs/concerns - #3 on your worksheet
  - Share your solution - #7 on your worksheet
- Person B
  - Ask Litmus Test questions:
    - Does it work for both/all people involved?
    - Is it realistic and feasible?
    - Does it raise any other concerns?
- Switch roles after 5 minutes
- Prepare to share a takeaway with the larger group

#### **5. Proactive Plan B - 10 min total - 2 people in each room**

- Person A has arrived 5-minutes late  
3 times in the last month to a team-interpreted college class.
- Person B is the team who's arrived 5-minutes early to each class and will initiate the conversation.
- Go through all 3 steps together - look back on this handout for highlights of each step:
  - Empathize - Listen to understand + stay regulated
  - Share your concern - 1-3 needs, concerns or values
  - Collaborate on a Solution - mutually-agreeable + realistic
- Prepare to share a takeaway with the larger group

#### **6. Building a New Habit - 10 min - 3-4 people in each room**

- Share in small groups
  - Discuss worksheet #8: How will you practice Collaborative Problem Solving?
- Prepare to share a takeaway with the larger group