

Fundamentals in Practical Leadership

Skills and Tools for New and Emerging Leaders and Managers

Session 5: Conflict Resolution

Certificate Reflection Questions

Thank you for attending *Conflict Resolution* on September 28, 2020. If you were not able to attend or would like to review the webinar again you can do so [here](#) (password: cfolead). Below you will find the reflection questions for this session. We hope these questions provide an opportunity for you to digest the information you received in the webinar, and to put the ideas into practice. If you have any questions, please contact us at webinars@cfoe.ca

Session 5: Reflection Questions:

1. How has your experience in the past with conflict impacted how you react when conflict appears?
2. Which of Thomas Killman's Conflict Styles is your most challenging? What can you do to enhance/practice your skill and comfort with this style?
3. Imagine an interaction with someone that is displaying a behaviour you find especially challenging. How will you navigate it using the tools and theories that we have discussed?

Submission Instructions:

Your response should be between 2-3 pages.

Please submit your responses to these questions as a word or pdf.

Email to: webinars@cfoe.ca

Email subject AND File name: WS-Session5-[your name]

Due date: October 26, 2020

After you submit your response you will receive a confirmation email. The person who led the webinar will be the one to review the reflection questions on a Pass/Fail/Resubmit format. They will also provide brief comments on your response. It is our goal to provide feedback before the next reflection is due.