

Resolution at Work   
Supporting Creative Conflict Management

**ReSolve!**

## Workplace Conflict Simulation Game for Teams



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## Introduction to Resolve!

Resolution at Work have developed a unique learning intervention that focuses on workplace conflict and challenges your managers to make true-to-life decisions, whilst considering the consequences of their actions or nonaction. Our Conflict Simulation Game **Resolve!** will encourage the full engagement of participants and their learning through discussion in an enjoyable and interactive way. The overarching theme of **Resolve!** is workplace conflict, and deals with subjects such as identifying conflict, when to act, when not to act, what tools and options are available, formal vs informal process, etc. Our framework allows for considerable tailoring of specific learning objectives or prioritising one over another.

## Facilitated Game Day

**Resolve!** is an easy to learn, facilitator-led game that introduces your managers to a conflict situation that evolves based on the decisions they make. At each stage of the game, the participants are presented with new information about the situation to which they must respond. They are asked to choose from 3 possible actions (A, B, and C), and the choices they make will determine how the situation will develop. This decision will also be measured in terms of its direct financial cost, the time it will take and the emotional impact, and these will be displayed as accumulating scores throughout the game.

Participants are split into three teams (Team A, Team B, and Team C) and they are tasked with making a case for their respective action – so Team A will make a case for option A, Team B will make a case for option B, and so on. They will each argue the benefits of following that course of action rather than the other options and debate with the other teams. Following the discussion, the participants will vote individually based on what they feel are the most compelling arguments. The option that accumulates the most votes will be the course of action that is followed. There will be strategies available in the event of the vote being tied.

Once the teams have navigated their way through the conflict situation, and come to whichever resolution they have arrived at, they will be presented with a final piece of information. At this stage, rather than selection from three options, the teams will draft their own action plan and lessons learned summary. This will act as a debriefing and will consolidate the learning that has taken place.

## Learning

Throughout the game, the teams will need to discuss if they should act or wait and see, should they take formal action or explore an informal route. These discussions become the simulation of the conversations that might take place in a given situation. Along the way, they will consider the skills required to deal with a conflict situation and utilise the tools and support available to them.

In playing **Resolve!** participants will be reminded that there is always a financial and emotional cost to having to deal with conflict in the workplace, and the decisions they make will ultimately dictate the total cost to the organisation and those involved.