

Abstract: Leading Change while Managing Conflict in Departmental Transitions
Drs. Michelle Proctor and Karen Ross, Madonna University

This session explored conflict management strategies utilized while redefining a department during reaccreditation. While many Conflict Management models exist, this session utilized the Thomas Kilmann Conflict Mode as a means to explore how this model can be used as a catalyst for opening dialogue on difficult issues and facilitate learning about how conflict-handling modes affect personal, group and organizational dynamics. This workshop is designed to encompass three sections: a) overview of the Thomas Kilmann Conflict Mode; b) participants then take the Thomas Kilmann questionnaire to determine their preferred styles; c) examples are given specific to universities experiencing change; d) case examples are provided for participants to explore the various ways that conflicts can be approached. The workshop is meant to be a tool that department chairs can take back to their institutions so that they may conduct their own workshops as a means for professional development.

This workshop highlights but one style of conflict management. It also focuses mainly on university departmental settings. There are, however, many other models and theories pertaining to conflict management and resolution. The information presented in this session will be included, along with other models, theories and uses, in an upcoming paper on the topic.