

2021 Golden West College Conflict Management Workshops Evaluation Report

Overview

Golden West College faculty and staff were invited to apply and participate in a LeAD Labs workshop on conflict management offered on two dates: April 16th, 2021 and April 21st, 2021. During the workshop, participants first engaged in an interactive webinar on conflict management facilitated by Jessica Diaz and Seth Yelorda. Participants then got into small groups of 2-4 with a LeAD certified coach to practice what they learned in a conflict management role play with subsequent debriefing and feedback from their coach.

Following both sessions of the workshop, participants were asked to complete an evaluation survey including both quantitative and qualitative questions.

The survey asked for participant feedback on five target categories: their overall experience with the workshop, the webinar, the role play activity, the role play coach, and the workshop outcomes. The purpose of this report is to review participant feedback about the workshops to help LeAD Labs improve future workshops and to inform Golden West College of the impact the workshop had on their faculty and staff. All quantitative item responses were ranked on a 1-5 scale (1 – strongly disagree and 5 – strongly agree).

Out of the 34 participants who attended the workshops, 16 participants completed the evaluation, reflecting a 47% response rate.

Key Findings

- 100% of respondents agreed or strongly agreed that they would recommend this workshop to others and that the activities were applicable and relevant to their work.
- 100% of respondents agreed or strongly agreed that their role play coach made them feel comfortable receiving feedback and provided insight on their behaviors.
- ***All target outcomes were met for survey respondents***, indicated by 100% of respondents agreeing or strongly agreeing with all outcome items.
- Given the responses detailed below, the workshops were an overall success.

Workshop Applications

44

Workshop Participants

34

Evaluation Sample

16

47.0% of workshop participants completed the evaluation survey.

Overall Workshop

The Overall Workshop questions target the participants general experience with the workshop.



Participants most favorably indicated that the Conflict Management Workshop **stimulated their thinking about their conflict management behaviors** (M = 4.88), used accessible technology (M = 4.81), and **motivated them to develop their conflict management skills** (M = 4.75). The lowest rated item indicated that participants may have experienced technology issues during the workshop (M = 4.44), but this slightly lower skew was the result of two individual responses, so technology does not appear to be a significant issue.

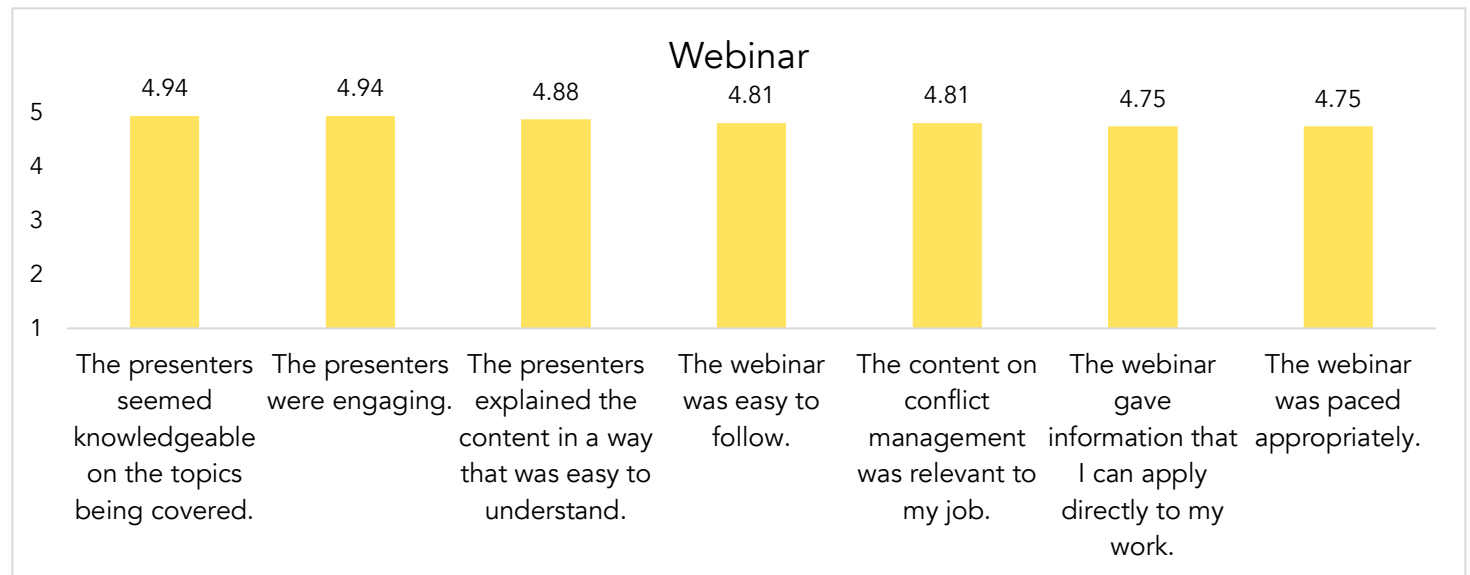
Qualitative Sample Responses

"Do you have any additional comments?"

- "I think it was **well executed** and appreciated the instructiveness of the workshop."
- "I found the workshop **extremely helpful and knowledgeable**. I really enjoy how LeAD always makes the trainings interactive and encourages participation and interaction. **I'm always learning from others as well as the presenters**. Thank you for a wonderful training! Great job!"
- "I have very much appreciated the energy and thoughtfulness of LeAD Labs coming to do professional development during this past year. **The trainers are engaging and energetic**. I hope GWC continues to work with CGU to bring in speaker/trainers."

Webinar

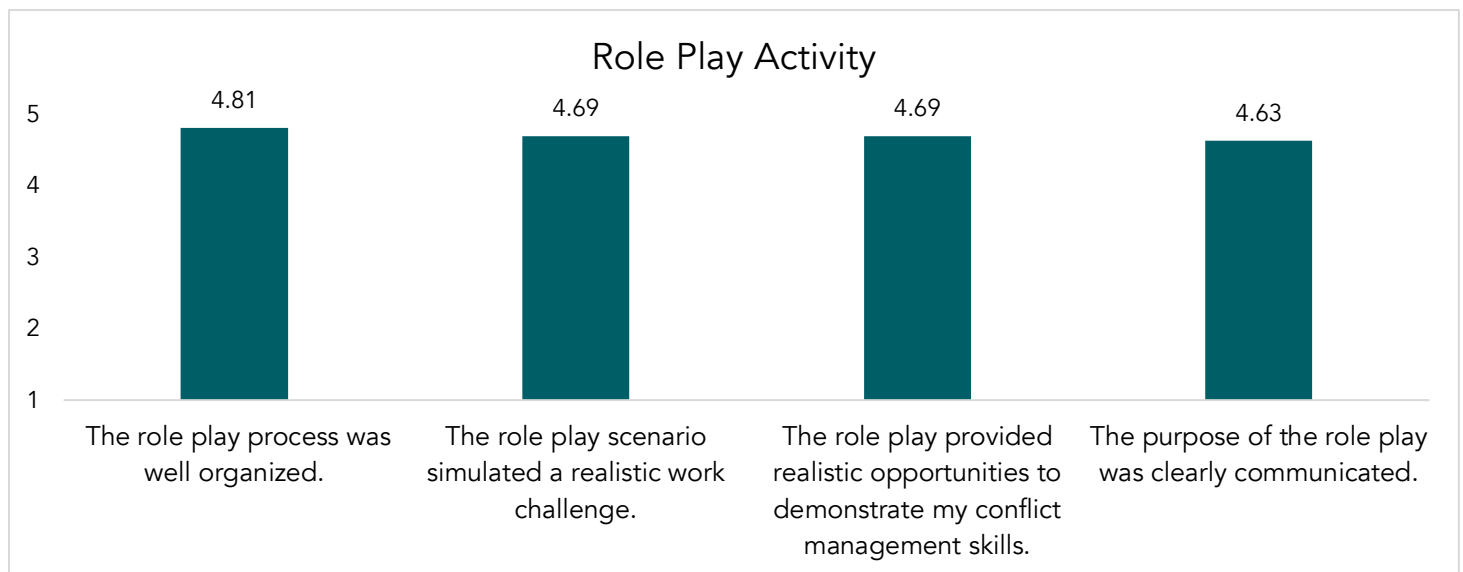
Webinar questions referred to the Conflict Management presentation and activities facilitated by Jessica Diaz and Seth Yelorda for the first two-thirds of the workshop.



The highest rated responses indicated that participants thought the session facilitators were **knowledgeable on the topics** being covered (M = 4.94), **engaging** (M = 4.94), and that they explained the content in a way that was **easy to understand** (M = 4.88). Participants indicated that the webinar was **easy to follow** (M = 4.81), **relevant to their job** (M = 4.81), and **well-paced** (M = 4.75).

Role Play Activity

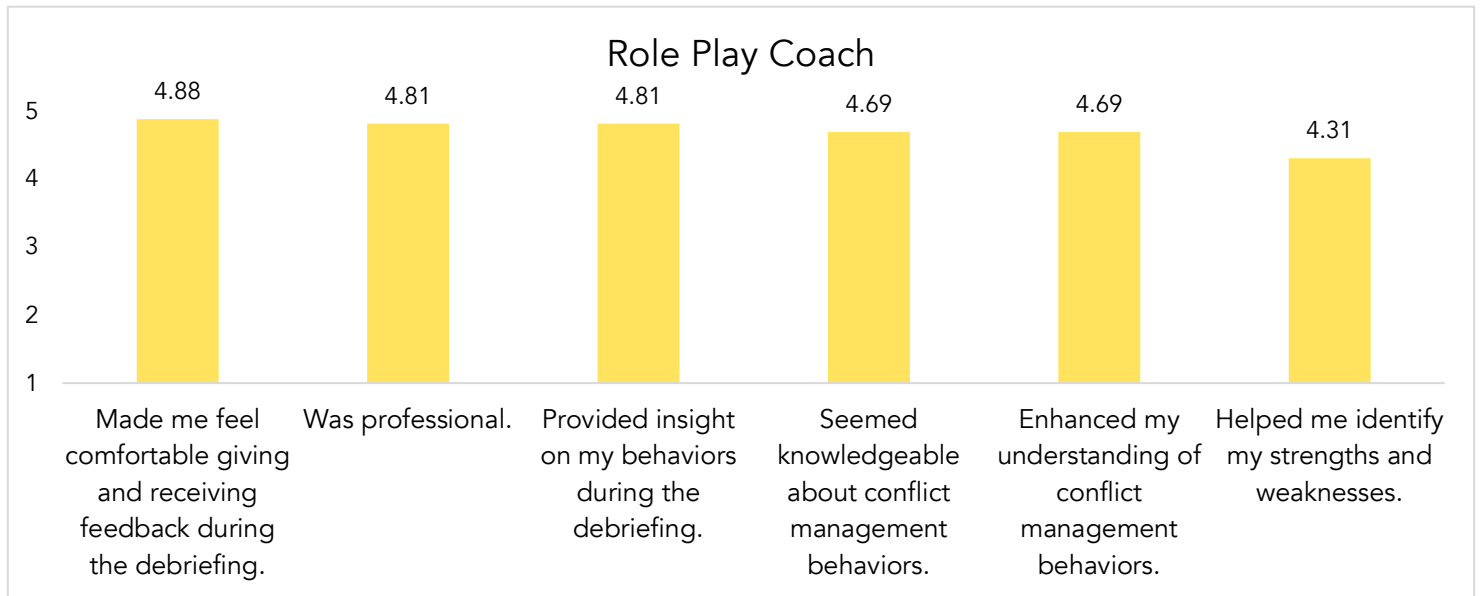
Role Play Activity questions focus on the small group 1-on-1 conflict management role plays.



Participants rated each role play activity item highly, including that the role play was **well organized** (M = 4.81), provided a **realistic opportunity to demonstrate skills** (M = 4.69), simulated a **realistic work challenge** (M = 4.69), and that the purpose of the role play was **clearly communicated** (M = 4.63).

Role Play Coach

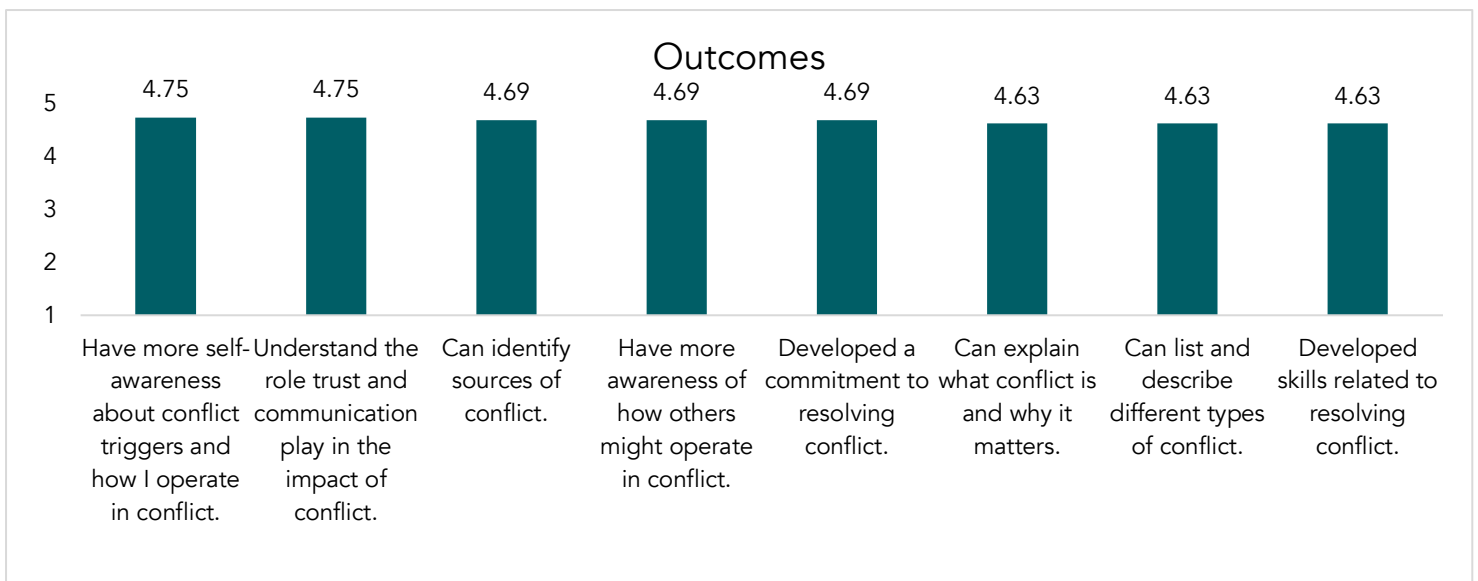
Questions in the Coach category target the small group debrief and feedback facilitated by the coach that followed the role play activity.



100% of participants agreed or strongly agreed that their simulation coach made them feel **comfortable during the debriefing** (M = 4.88), was **professional**, (M = 4.81), and **provided behavioral insight** (M = 4.81). Four participants indicated that they neither agreed nor disagreed that their role play coach helped them identify their strengths and weaknesses. These ratings were explained in qualitative responses, noting the desire for more time (N = 2), more direct feedback in this area (N = 1), and more advanced tools (N = 1).

Workshop Outcomes

Prior to designing the workshops, LeAD Labs members met with Golden West to determine the specific conflict management training needs of their faculty and staff. Based on those meetings, LeAD Labs created a set of participant learning outcomes for the workshop. The items below align with those target outcomes.



100% of participants agreed or strongly agreed that they had met each outcome by the conclusion of the **workshop**. The highest-rated outcomes included participants having more self-awareness about conflict triggers and how they operate in conflict (M = 4.75) and understanding the role trust and communication play in conflict (M = 4.75).

Qualitative Sample Responses

“What could have been done to improve this workshop?”

- “It might be good to see the **role play modeled by the leads** prior to us doing it, in order to get the most out of it.”
- “Maybe some **discussion or at least an acknowledgement of other factors that go into conflict management**/conversations - status, age, gender, culture, race...”
- “I think a little **more time in the role play** section would be helpful to address the strengths and weakness in our conflict resolution styles.”

Qualitative Sample Responses

“What did you find most useful from today’s Conflict Management Workshop?”

- “The breakout rooms and the **interactive experience.**”
- “Learning the various styles, including my own, and doing **the role play.**”
- “Role playing. I found that having to be **pushed out of my comfort zone** helped me.”
- “The **feedback I received from the coaches** is something I can use as I face conflict in the future.”
- “**Learning the different styles** was helpful because, as a leader, I need to recognize the different patterns to develop the ability to resolve challenges that arise internally and externally in the larger campus community.”

Conclusion and Recommendations

Upon reviewing participant feedback of the conflict management workshops, our recommendations include providing more debrief time with the role play coach, continuing to update the role play activity to best fit the reality of the workshop audience, and that Golden West College continues to invest in development opportunities for their employees, since it seems that they are positively impactful. We learned that, overall, the workshops were a success, and the format and topic of this session is an effective and viable option for future collaborations between LeAD Labs and Golden West College.