2022 Golden West College Conflict Management Workshop Evaluation Report

Overview

The Classified Leader Development Academy at Golden West College were invited to participate in a LeAD Labs workshop on conflict management offered on February 11th, 2022. During the workshop, participants first engaged in an interactive webinar on conflict management facilitated by Kristine Powers. Participants then got into small groups of 3-4 with a LeAD certified coach to practice what they learned in a conflict management role play with subsequent debriefing and feedback from their coach. The role play scenarios for this workshop were redesigned with input from the Golden West team to ensure that they provided realistic and compelling situations for the participants.

Following the session, 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 to help LeAD Labs improve future workshops and to inform Golden West College about participant reactions to the workshop. **All quantitative item responses were ranked on a 1-5 scale (1 – strongly disagree and 5 – strongly agree).**

Out of the **15 participants** who attended the workshops, 9 participants completed the evaluation, reflecting a **60% response rate**.

Key Findings

- 100% of respondents agreed or strongly agreed that they would recommend this workshop to others and that it stimulated their thinking about conflict management behaviors.
- *On average, all target outcomes were met for survey respondents*, indicated by a range in average score from 4.0 – 4.4 across items. 100% of respondents agreed or strongly agreed that they had met 4 out of 6 outcome items.
- Given the responses detailed below, the workshop was a success.

Prepared by
Taylor Kimball
Claremont Graduate University
February 15th, 2022

Overall Workshop

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

Overall Item	Average (1-5)	Percent Agree or Strongly Agree
This workshop stimulated my thinking about my conflict management behaviors.	4.78	**100%**
I would recommend this workshop to others.	4.56	**100%**
This workshop motivated me to want to develop my conflict management skills.	4.56	89%
This workshop exceeded my expectations.	3.89	67%

Participants most favorably indicated that the Conflict Management Workshop **stimulated their thinking about their conflict management behaviors** (M = 4.78) and that they **would recommend this workshop to others** (M = 4.56). While the lowest rated item was that the workshop exceed participant expectations (M = 3.89), all participants who did not agree selected the response option: "neither agree nor disagree," indicating the workshop met their expectations.

> *"Overall, the workshop was helpful, and I do recommend others take it."*
>
> - Workshop Participant

Webinar

Webinar questions referred to the Conflict Management presentation and activities facilitated by Kristine Powers for the first portion of the workshop.

Webinar Item	Average (1-5)	Percent Agree or Strongly Agree
The webinar content presented on conflict management is relevant to my job.	4.44	89%
The webinar gave information that I can apply directly to my work.	4.44	89%
The presenter explained the content in a way that was easy to understand.	4.22	89%
The presenter was engaging.	3.78	78%

The highest rated responses indicated that participants thought the session content was **relevant to their job** (M = 4.44) and that they can **directly apply the information to their work** (M = 4.44). Two of the nine responses did not agree that the **presenter was engaging** (M = 3.78, 78% agreement).

Role Play Activity

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

Role Play Item	Average (1-5)	Percent Agree or Strongly Agree
The purpose of the role play was clearly communicated.	4.22	**100%**
The role play provided realistic opportunities to demonstrate my conflict management skills.	4.44	89%
The role play process was well organized.	4.44	89%
The role play scenario simulated a realistic work challenge.	4.33	89%

Participants rated each role play activity item highly, including that the purpose was **clearly communicated** (M = 4.22), the role play provided a **realistic opportunity to demonstrate skills** (M = 4.44), was **well organized** (M = 4.44) and simulated a **realistic work challenge** (M = 4.33).

> *"[The most useful part was] learning the various styles, including my own, and doing the role play."*
> *"[The most useful part was] learning different approaches to conflict management."*
>
> - Workshop Participants

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.

Coach Item	Average (1-5)	Percent Agree or Strongly Agree
Was professional.	4.78	**100%**
Enhanced my understanding of conflict management behaviors.	4.67	89%
Made me feel comfortable giving and receiving feedback during the debriefing.	4.56	89%
Provided insight on my behaviors during the debriefing.	4.33	78%

All coaching items were highly rated, most notably that the simulation **coaches were professional** (M = 4.78) and **enhanced participant understanding of conflict management behaviors** (M = 4.67).

> *"[My coach] spoke about authenticity and how being transparent about emotions can help with collaboration. I have always thought that I should keep emotions away, but I can see how it helps."*
>
> *"We got stuck in our role play and the coach jumped in & pushed us to continue the conflict in 'worst case scenario'. This was really helpful & insightful since we got out of our comfort zones, and really made me think about one's state of mind during a conflict."*
>
> - Workshop Participants

Workshop Outcomes

Based on prior needs assessment meetings with Golden West, LeAD Labs created a set of participant learning outcomes for the workshop. The items below align with those target outcomes.

Outcome Item	Average (1-5)	Percent Agree or Strongly Agree
Can identify sources of conflict.	4.44	**100%**
Understand the role trust and communication play in the impact of conflict.	4.44	**100%**
Have more awareness of how others might operate in conflict.	4.44	**100%**
Can list and describe different types of conflict.	4.33	**100%**
Have more self-awareness about my conflict triggers and how I operate in conflict.	4.11	89%
Developed skills related to managing conflict.	4.00	78%

100% of participants agreed or strongly agreed that they had met four out of six outcomes by the conclusion of the workshop. The highest-rated outcomes included participants being able to identify sources of conflict (M = 4.44) and having more awareness of how others operate in conflict (M = 4.44).

Qualitative Responses

What could have been done to improve this workshop?

- "Having a **practice run of the scenarios** can help the participants get into their roles a bit better."
- "**More time** for coach debriefing."
- "The "lecture" portion **could have been more engaging.**"

Alternative content ideas for future engagements.

- "A session on managing conflict with another person who is not skilled at managing their emotions or having an honest conversation. It would be helpful to **learn how to bring back a conversation to healthy conflict.**"
- "**Facilitating a conflict** [between others]."

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Leader evaluation Assessment & Development

GOLDEN WEST COLLEGE
GWC
HUNTINGTON BEACH, CA