

2024 Golden West College Conflict Management Workshop Feedback 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 March 8th, 2024. During the workshop, participants first engaged in an interactive lecture on conflict management facilitated by Dr. Becky Reichard. Participants then got into small groups of 2 with LeAD certified coaches to practice what they learned in a conflict management role play with subsequent debriefing and feedback from their coach.

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 lecture, the role play activity, the role play debrief with their 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 **6 participants** who attended the workshops, 6 participants completed the evaluation, reflecting a **100% response rate**.

Key Findings

- 100% of respondents agreed or strongly agreed that they would recommend this workshop to others and that it motivated them to want to develop their conflict management skills.
- **6 out of 7 target outcomes were met for survey respondents**, indicated by 100% of respondents agreeing or strongly agreeing that they had met those outcome items.
- Given the responses detailed below, the workshop was a success.

Overall Workshop

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

Workshop Item	Average (1-5)	Percent Agree or Strongly Agree
This workshop motivated me to want to develop my conflict management skills.	4.50	100%
This workshop was well organized.	5.00	100%
I would recommend this workshop to others.	4.83	100%

Participants most favorably indicated that the Conflict Management Workshop **was well organized** ($M = 5.00$) and that they **would recommend this workshop to others** ($M = 4.83$).

"Everyone is so knowledgeable, from Becky to all of the coaches!"

- Workshop Participant

Lecture

Lecture questions referred to the Conflict Management presentation and activities facilitated by Dr. Becky Reichard.

Workshop Item	Average (1-5)	Percent Agree or Strongly Agree
The content was relevant to my job.	4.33	100%
Gave information that I can apply directly to my work.	4.33	100%
Facilitator was knowledgeable on the topics.	4.83	100%
The facilitator explained the content in a way that was easy to understand.	4.67	100%

The highest rated responses indicated that participants thought the facilitator was **knowledgeable on the topics** ($M = 4.83$) and that the **facilitator explained the content in a way that was easy to understand** ($M = 4.67$).

Role Play Activity

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

Workshop Item	Average (1-5)	Percent Agree or Strongly Agree
The role play scenario simulated a realistic work challenge.	4.33	100%
The role play provided realistic opportunities to demonstrate my conflict management skills.	4.50	100%
The role play process was well organized.	4.33	100%

Participants rated each role play activity item highly, including that the role play provided a **realistic opportunity to demonstrate skills** ($M = 4.50$), simulated a **realistic work challenge** ($M = 4.33$), and was **well organized** ($M = 4.33$).

"[The most useful part was the Managing Conflict Before and After Guide.]"
- Workshop Participant

Role Play Debrief with Coach

Questions in the Coach category target the small group debrief and feedback facilitated by the coach that followed the role play activity. Each item begins with, "My role play coach...":

Workshop Item	Average (1-5)	Percent Agree or Strongly Agree
made me feel comfortable giving and receiving feedback during the debriefing.	4.67	100%
provided insight on my behaviors during the debriefing.	4.50	100%
enhanced my understanding of conflict management behaviors.	4.50	100%

All coaching items were given a near perfect score, including that the **coaches made participants feel comfortable** ($M = 4.67$), **provided insight** ($M = 4.50$), and **enhanced participant understanding of conflict management behaviors** ($M = 4.50$).

"[The most useful part was feedback from the coach!]"
- Workshop Participant

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.

Workshop Item	Average (1-5)	Percent Agree or Strongly Agree
Can explain what conflict is & why it matters	4.17	100%
Can list and describe different types of conflict	4.00	100%
Can identify the sources of conflict	3.83	83%
Understand the role trust and communication play in determining the impact of conflict	4.17	100%
Have more self-awareness about my conflict triggers and how I operate in conflict	4.33	100%
Have more awareness of how others might operate in conflict	4.33	100%
Developed skills related to resolving conflict	4.17	100%

100% of participants agreed or strongly agreed that they had met six out of seven outcomes by the conclusion of the workshop. The highest-rated outcomes included participants being able to have more self-awareness about their conflict triggers and how they operate in conflict ($M = 4.33$) and having more awareness of how others operate in conflict ($M = 4.33$).

Additional Qualitative Responses

What could have been done to improve this workshop?

- “It might be worth pointing out the **task and interpersonal conflict** in the role play ahead of time with the goal to address both **since we all avoided it.**”

What did you find most useful?

- “**Identifying real conflict.**”
- “**What conflict management style I was and others in the group.**”
- “**Knowing the different conflict personalities** helped me understand how I deal with conflict.”