

**Learning Impact Statement:** Participants will increase their ability to handle conflict constructively, strengthening trust, accountability, and inclusion applying strategies from Crucial Conversations, Fierce Conversations, and Radical Candor while recognizing the influence of positional power in higher education.

**Skill Focus Areas:**

- Understanding Approaches to Conflict
- Kraybill Conflict Styles – Calm & Storm
- Preparing for a Crucial Conversation
- Practicing Fierce Conversations
- Reflection & Adjustment

**REFLECTION PROMPTS:**

- How do I usually react when conflict arises?
- Which do I avoid more often: giving tough feedback, or receiving it?

**1. UNDERSTANDING APPROACHES TO CONFLICT**

Learners will be able to effectively engage in high-stakes conversations by maintaining a shared purpose (Crucial Conversations), communicating with honesty while preserving relationships (Fierce Conversations), and demonstrating Radical Candor by caring personally and challenging directly.

**AI Prompt Example:** Ask me 5 questions to help me identify my go-to style in conflict. Summarize Crucial Conversations, Fierce Conversations, and Radical Candor in 1 paragraph each. Show me how they overlap and how they differ.

My Go-To Conflict Style	Which Conversation Model Resonates Most with Me

## 2. KRAYBILL CONFLICT STYLES – CALM & STORM

Learners will be able to identify and adapt their conflict styles across calm and high-stress situations using the Kraybill Conflict Style Inventory (KCSI), reflect on the developmental roots of their default responses, and apply culturally aware approaches to conflict resolution in diverse higher education environments.

**AI Prompt Example:** Ask me 5 reflection questions to help me identify how my upbringing, cultural background, and past experiences influence my conflict style in both Calm and Storm and how I react in each. Suggest 1 way I could expand my style to respond differently.

In Calm, I Tend To	In Storm, I Tend To	How I Could Respond Differently

## 3. PREPARING FOR A CRUCIAL CONVERSATION

Learners can plan for conflict using Crucial Conversation tools.

**AI Prompt Example:** Help me prepare for a conversation where opinions differ, emotions are high, and the outcome matters. Guide me to clarify facts, feelings, and shared goals using the Crucial Conversations model.

My Scenario	Facts (What Happened)	Stories (What I'm Telling Myself)	Shared Purpose/Goals

## 4. PRACTICING FIERCE CONVERSATIONS

Learners can practice saying what needs to be said with courage and compassion using the Fierce Conversations Model.

**AI Prompt Example:** Role-play as my colleague. I need to tell you that your behavior in meetings has shut others down. Push back on me so I can practice staying honest but respectful. Use the Fierce Conversation Model to help guide me.

My Opening Line	How I Stayed Truthful	How I Preserved the Relationship

## 5. PRACTICING RADICAL CANDOR

Learners can practice applying the Care Personally and Challenge Directly framework from Radical Candor.

**AI Prompt Example:** Act as my supervisor in a role-playing conversation. I want to deliver feedback that balances empathy with direct challenge. After I try, give me feedback on whether I showed both care and challenge using the Radical Candor Model.

My Caring Statement	My Direct Challenge	AI Feedback I Received

6. REFLECTION & ADJUSTMENT

Conflict styles are not fixed. With practice and reflection, we can shift from reactive patterns to more constructive responses. It is normal to need support if deeper issues, past experiences, or stress create barriers to change.

EAP Note: The Employee Assistance Program (EAP) is available 24/7 to support employees when personal or historical experiences make conflict especially difficult. Seeking support is a sign of strength and can be an important step in building new approaches.

**AI Prompt Example:** Guide me through 5 reflection questions about how my default conflict style shows up and suggest 2 practices I can try this month to shift toward a healthier response.

Old Pattern I Notice in Myself	New Practice I'd Like to Try

ACTION PLAN:

My Top 3 Takeaways

## 1 Strategy I'll Apply Immediately

## How I'll Use AI to Prepare for Future Conflict Conversations

