

Dealing with conflict at times of change

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#MuseumMentoring



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Purpose of the session

- Explore the role of the mentor in supporting individuals or organisations experiencing conflict at times of change
- Understand the relationship between conflict and change
- Identify sources and signs of conflict
- Learn some tools and frameworks to help you as a mentor
- Explore your role in supporting your mentee to deal with conflict
- Practice skills at dealing with conflict between mentor and mentee

"It's not the progress I mind, it's the change I don't like."
Mark Twain

Change has the capacity to create conflict.
Why do you think this is?



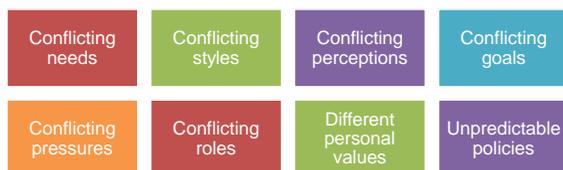
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Eight causes of conflict



What are the indicators that your mentee is experiencing conflict?

Art Bell adapted by Brett Hart



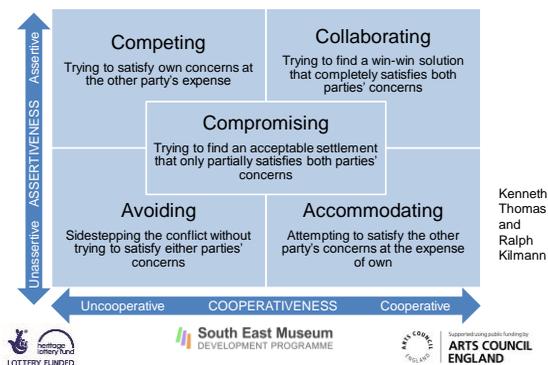
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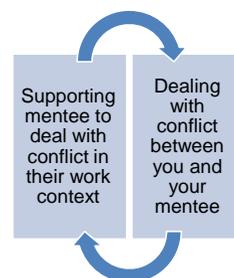
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Conflict modes



What is your role as mentor?



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Exercise: supporting your mentee to deal with conflict

- Examine the case study: Conflict at the Bugsley Military Museum
- What are the causes of the conflict at the museum?
- What is your role as mentor in addressing this conflict?



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Conflict between you and your mentee

- Mentor selection and relationship building – Conflict Theory (Creswell, 2012): power, exploitation, struggle, inequality, alienation.
- Empathy between mentor and mentee
- Maintain positive regular feedback
- Discuss conflict face-to-face
- Use of a third party mediator
- Reintroduce ground rules and expectations



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Exercise: dealing with conflict between you and your mentee

- Who has had experience of conflict with a mentee?
- In small groups, discuss the conflict.
 - What are/were the causes of the conflict? (use the Bell/Hart model)
 - What conflict modes happened/are happening? (use Thomas/Killman model)
 - What worked/could work to address the conflict?



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Thanks for taking part!