

- **Conflict Resolution Skills:**
 - Objective: This workshop is designed to equip fraternity and sorority members with the skills and strategies necessary to effectively manage and resolve conflicts within their organizations and their communities.
 - Duration: 3-4 hours
 - Agenda:
 - Welcome and Introduction
 - Understanding Conflict
 - Definition and types of conflicts commonly encountered in fraternity and sorority settings.
 - Discussion on the causes and consequences of unresolved conflicts.
 - Group activity to identify personal experiences with conflicts and their outcomes.
 - Conflict Resolution Strategies
 - Overview of different conflict resolution styles (collaborative, compromising, accommodating, avoiding, and competing).
 - Introduction to the "Win-Win" approach: seeking mutually beneficial solutions.
 - Role-playing exercises to practice applying conflict resolution strategies in various scenarios.
 - Active Listening and Empathy in Conflict Resolution
 - Importance of active listening and empathy in resolving conflicts.
 - Techniques for listening attentively and understanding others' perspectives.
 - Pair and group exercises to practice active listening and empathetic responding in conflict situations.
 - Assertiveness and Communication Skills
 - Importance of assertive communication in expressing needs and concerns during conflicts.
 - Strategies for expressing oneself assertively without escalating conflicts.
 - Role-playing exercises to practice assertive communication techniques.
 - De-escalation Techniques
 - Techniques for de-escalating conflicts and maintaining composure.
 - Strategies for managing emotions and defusing tense situations.
 - Group activities to explore and practice de-escalation techniques.
 - Collaborative Problem-Solving
 - Introduction to collaborative problem-solving: working together to find mutually acceptable solutions.

- Steps for effective problem-solving and decision-making in conflicts.
- Group exercises to practice collaborative problem-solving skills.
- Conflict Prevention and Resolution Plans
 - Strategies for preventing conflicts before they escalate.
 - Developing conflict resolution plans for fraternity/sorority activities and events.
 - Group discussion and brainstorming session to create customized conflict resolution plans.
- Closing Remarks and Action Planning
 - Recap of key takeaways from the workshop.
 - Encouragement for participants to apply learned conflict resolution skills in their fraternity/sorority interactions and beyond.
 - Distribution of resources and materials for further self-improvement.
 - Closing remarks and gratitude expressed to participants for their active participation.
- X. Optional: Follow-Up Session (Additional Time as Needed)
 - Offer the option for a follow-up session to review progress, address challenges, and further develop conflict resolution skills.