

**Interact With Impact (IWI)**  
**Part III: Coping Strategies for Resolving Conflict**  
**Leader Guide/Facilitation Notes**  
**Summary of Three Hour Seminar Time Schedule**

**Part III: IWI: Coping Strategies for Resolving Conflict** Flipchart/Workbook Page

<b>15 Minutes</b>	Introduction of Participants	
<b>15 Minutes</b>	<u>Introduction: IWI Coping Strategies for Resolving Conflict</u>	
	-Alternative Problem Solving Techniques	p 2
<b>40 Minutes</b>	-Matching Challenging People and Characteristics -Matching Stress Behavior and Coping Strategies -Coping Strategies: The Basic Six Steps	p 3 p 4 Flipchart/p 6-7
<b>20 Minutes</b>	-Power Questions: A Strategy -Close Ended Questions -Open Ended Questions -Turning Close Ended Into Open Ended	p18
<b>15 Minutes</b>	BREAK	
<b>30 Minutes</b>	-Power Questions: A Strategy -Director        -Analyzer -Relater        -Socializer	p19
<b>35 Minutes</b>	-Coping Strategies: A Small Group Exercise -Ten Classic Types of Challenging People	p 20 p 8-17
<u><b>10 Minutes</b></u>	Completion of Evaluations	
<b>180 Total Minutes</b>		