# Report on the Workshop on

# Creative techniques to solve conflicts among team members

**Wednesday, 18 of Dec. 2024 (9:00 - 12:00)**

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**1. Introduction:** <u>On 18, December 2024</u>, an international workshop on team collaboration among teachers was held, with participants from four partners of the project CONN'COR: CentraleSupelec, University of Nis, Lviv Polytechnic National University and Bialystok University of Technology. The aim of the workshop was to develop teamwork skills, exchange experiences, and establish common strategies for effective collaboration. The workshops were led by Aleksandra Gulc, PhD and Anna Kononiuk, PhD (both from BUT)), and 20 people participated in them (6 from LPNU, 7 from UNI, 1 from CS and 6 from BUT) plus one providing technical support (Magda Wasilewska from BUT). All activities were done on-line except a few tasks that the partners' teams elaborated face-to-face in the home rooms.

**2. Schedule:** The content of the workshop was divided into following items:
- introduction to conflicts and strategies for solving conflicts
- creative techniques for solving conflicts enhancing communication with teams: grow model, feedback giving techniques, force field analysis,
- tests for personality colours,
- summary.

**3. Methodology:** The workshop consisted of a short theoretical sessions, moderated discussions and practical exercises performed in groups (working in separate rooms and joining other people online). Before and after the workshop, evaluation surveys were conducted to assess participants' expectations and their opinions on the content and effectiveness of the sessions. The surveys were not mandatory and participants were only asked to complete them.

**4. Pre-Workshop Survey Results:** The pre-workshop survey aimed to examine participants' expectations and their level of knowledge about teamwork. All participants (20) completed this survey. The results are presented below.
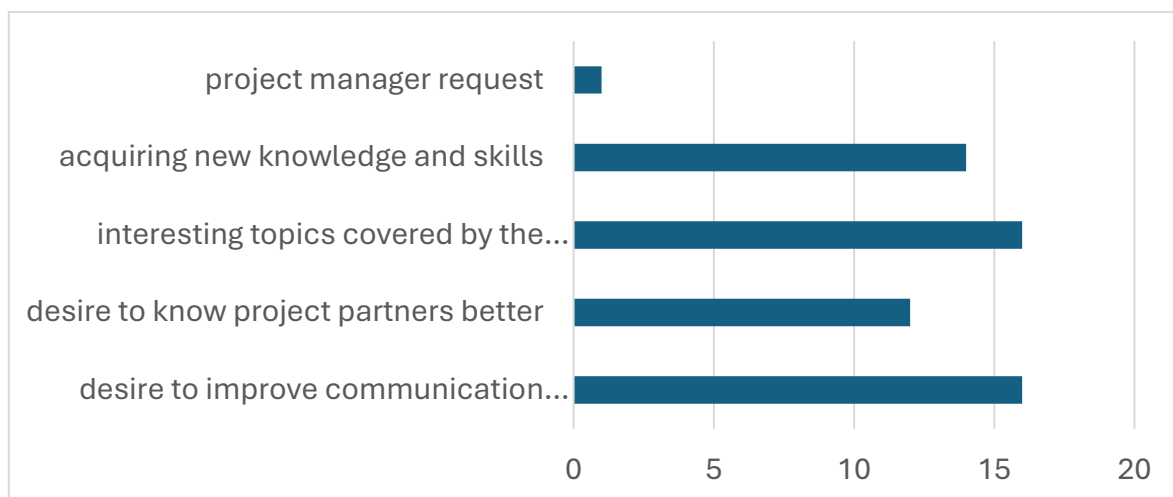


Fig.1. The graph shows the number and types of responses regarding the motivation of workshop participants

It is worth emphasizing that only one person was motivated by the request of the project manager. Almost all of them declared their desire to improve their communication skills and to gain new knowledge.

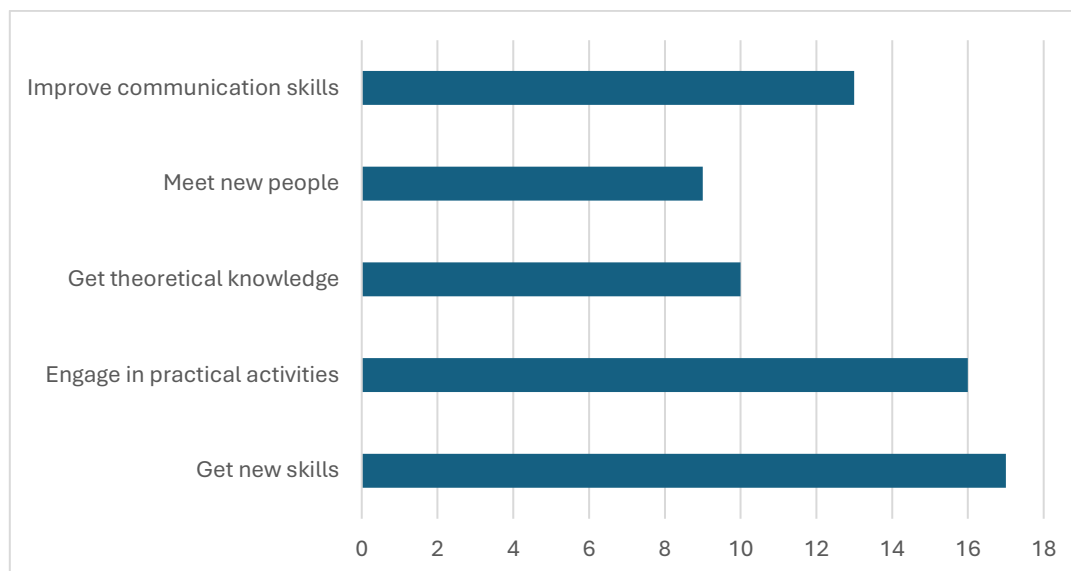Also the participants were asked about their expectations of this workshop.



Fig.2. Presentation of numbers of participants' answers concerning the expectation of workshop

Based on these responses, it can be concluded that the majority of the participants expected to acquire new skills by participating in practical exercises.

This survey also asked about self-assessment of knowledge and skills in the field of topics related to resolving conflicts in teamwork.
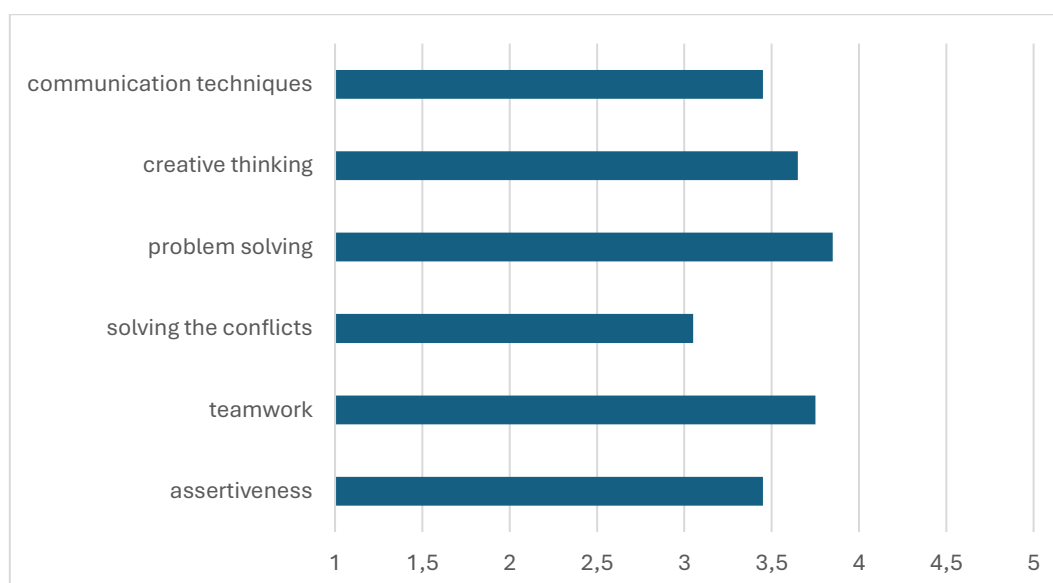


Fig. 3. The mean value of pre- self-assessment responses about the topics related to the workshop (1-low, 5-very high).

**5. Post-Workshop Survey Results:** Just after the workshop, a summary survey was conducted. Only 14 people completed the survey. All of them declared that the workshop met their expectations.

All participants were agree with the improving their communication skills in teamwork (the mean value of all responses - 5,0), with acquiring the new knowledge and skills supporting effective communication (4,92) and the techniques supporting resolving conflicts among group (4,85). All of them declared that there were no technical problems related to connecting, dividing into separate virtual rooms and working together online during this meeting.

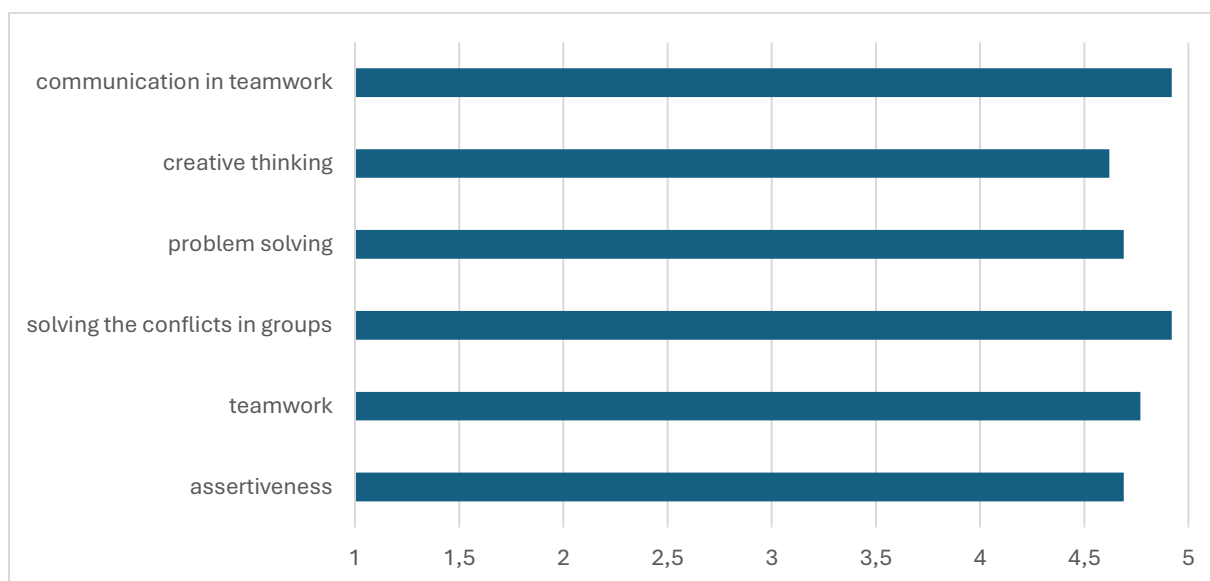The graphs below present the results of this survey.



Fig. 4. The mean value of post- self-assessment responses about the topics related to the workshop (1-low, 5-very high).
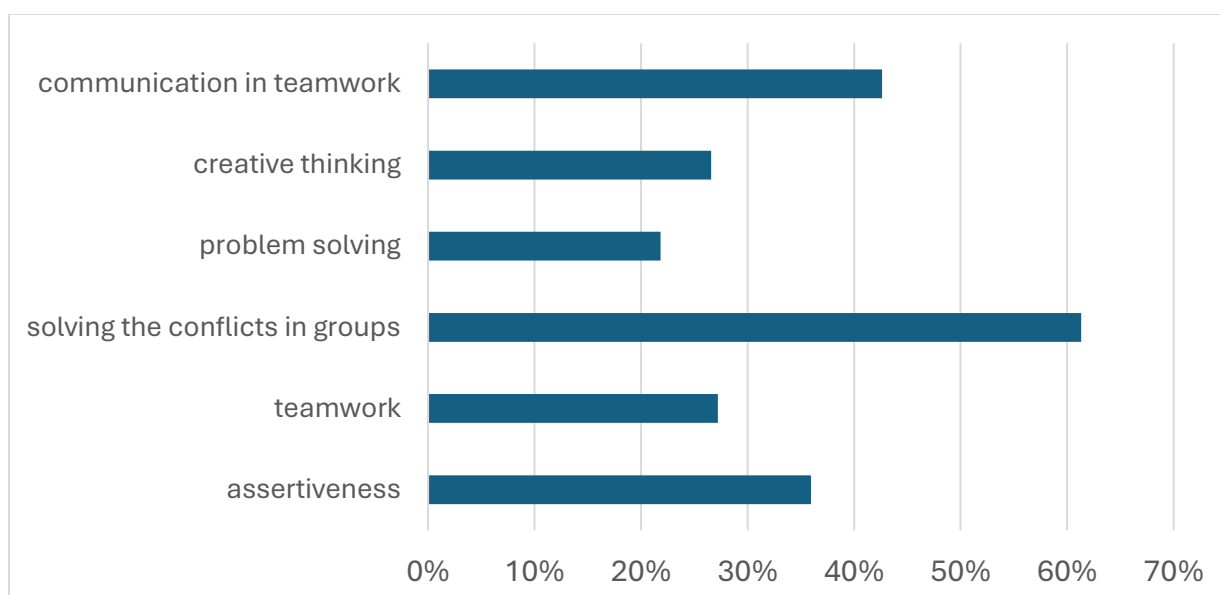


Fig. 5. Increase (%) in knowledge and skills based on self-assessment of workshop participants after its completion.

As shown in the graph above, the most significant increase in knowledge and skills was observed in the area of conflict resolution, which was also the primary goal of the workshop.

**6. Conclusions and Recommendations:** The structure of the workshop, along with participants' feedback, confirms the value and relevance of its organization, the choice of topics, and the method of providing. The knowledge and skills acquired by participants are expected to be highly beneficial in carrying out future tasks and achieving this CONN'COR project's objectives. Additionally, the workshop fostered collaboration, encouraged the exchange of ideas, and provided practical insights. All these may be directly applied in our Management Committee meetings and common realisation of WPs. Participants also had the opportunity to enhance their problem-solving abilities and get to know the project partners better.

These workshops can be a kind of role model for the implementation of subsequent online meetings. Technical support and management of the platform administrator are also important here in order to use its many possibilities to conduct such a meeting in an interesting and effective way.

**7. Acknowledgements:** We thank all participants and organizers for their commitment and contribution to the success of the workshop.

**8. Technical remarks:** The workshop was recorded and its recording will be placed on the project website. Each project partner prepared a list of the own team's attendance, which they scanned and sent to the coordinator. Each participant received certificate confirming the participation in this event.

**9. Attachments**

- Detailed survey results.

- Presentations from training sessions.