



## CONFLICT RESOLUTION DIRECTED STUDY

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### OFFICE OF EQUAL OPPORTUNITY AND INSTITUTIONAL EQUITY

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### Summary

This directed study will include three sessions and will require reading two articles: (1) "[Conflict Resolution Skills](#)" by Jeanne Segal, et al (HelpGuide.org)<sup>1</sup>; and (2) "[How to Master Conflict Resolution](#)" by Amy Gallo (Harvard Business Review).<sup>2</sup>

Contact facilitator, Vin J. Ciampolillo, at [vciampolillo@bentley.edu](mailto:vciampolillo@bentley.edu) to schedule all three sessions at once, with each session at least one week apart. Each meeting should be scheduled for an hour.

### Outline

#### Session 1: Conflict Resolution Skills

The student and facilitator will discuss and review the first article. Reflection should include: How do you typically address conflict? What was most interesting about the article? In what ways does the article relate to the conflict that led to this directed study? What, if anything, would you have done differently?

#### Session 2: How to Master Conflict Resolution

The student and facilitator will discuss and review the second article. Reflection should include: How can these skills transfer to one's professional life? What is one skill you would like to continue to develop?

#### Session 3: Combining Concepts

One week before Session 3, the student will identify any multi-media resource (e.g., article, video, song, podcast) which they think elaborates on the concepts related to the directed study and share with the facilitator. The student and facilitator will discuss and review the resource chosen by the student. Reflection should include: Why was this resource chosen? How does it build upon the concepts already discussed? What is one actionable change moving forward?

### Final Assignment

The student will complete a one-page reflective essay summarizing on the lessons learned in the sessions and any commitments to change. The due date will be agreed upon by the student and facilitator.

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<sup>1</sup> Segal, J., Robinson, L. and Smith, M. (2024) *Conflict resolution skills*, HelpGuide.org. Available at: <https://www.helpguide.org/relationships/communication/conflict-resolution-skills> (Accessed: 15 January 2025).

<sup>2</sup> Gallo, A. (2024) *How to master conflict resolution*, Harvard Business Review. Available at: <https://hbr.org/2024/10/how-to-master-conflict-resolution> (Accessed: 15 January 2025).