

Conflict-management and compromise making

1) Goals

- a. To be better at conflict solving.
- b. To generate a tool which can help young people/entrepreneurs to be better partners and help resolve problems in a humanly manner.
- c. To make communication smoother.
- d. To be able to make compromises.
- e. To lose the fear of conflicts.
- f. To not use the gossiping feedback, rather try to communicate directly.
- g. To stop using passive-aggressive tone.
- h. To help make senseful compromises.
- i. To develop a good rhetoric for debating.
- j. To change negative partner images and attributional mistakes.

2) Context – why exactly?

- a. Young people suffer from general conflicts in communities and in workplace that are staying unresolved and make a toxic environment.
- b. The main context for this tool is help young people/entrepreneurs with their problems about general conflicts in communities and in workplace, for those who just got into these organizations. The main problem for them is that during their life conflicts are not resolved, they don't think about compromises, because they have been living in an oppressed environment. They mainly get thought to not have arguments, to not question the people in their life, but especially not the people who are higher than them in hierarchy. At home they expect from children to be quiet and not have ideas.

3) Framing (target persona)

- a. This tool is generated for people who just got into the business world or into an organization. For somebody, who has problems with general conflicts, is shy or hard for them to communicate their problems.

4) Idea (generation)

- a. Before the game we make the groups. The groups must create a name for themselves and make a logo/flag. Image a basic manner for their group. Select a leader and create a one-line slogan.
- b. There are two groups. We create a journey which leads you through checkpoints. Each group gets different information about the checkpoints, so they must make compromises on which route to take next. For this task they get 15 minutes to get

from the start to the finish. (For the first round they will probably not make it in time.) After the first round they get a presentation with tips on how to work better together. And then in the second journey they can work together and make the route in time.

- c. General story: They are mercenaries, and they get hired to protect a merchant. To travel from A city to B city. On the journey, there will be turning points, where you must make decisions for the merchant's safety.

5) Selection

- a. We selected a role-playing game, where participants can develop their skills in decision-, and compromise-making.

6) Planning

- a. We have to create the two journey's storyline and decisions.
- b. We have to make a presentation on tips about how to be better on compromises.

Storyline

Prep work: Divide them in two groups. They are mercenary guilds now. Let them time to make their own banner, short backstory (maybe we can give them one), their leader, and their own quote.

General story: Both of your parties got hired by a wealthy merchant to escort a caravan and their family to another city. You must protect them at all costs your payment is 100 golds. On the way you will encounter situations where you need to make decisions for your quest to be successful.

1. Route

- 1. **Checkpoint:** Wizard of the bridge. You have been travelling for 3 days. The weather is cruel the autumn rain pours cold at your shoulders. You have arrived at a bridge and an old man with a staff stands in your way. There is another way that would take more time to cross the river, but you need to advance. Your team has information how to react. Make a decision.

- i. Team A's scroll of knowledge: You have heard legends from the last village that this man is a powerful mage who destroyed armies and powerful monsters in the past. If you anger him unimaginable things could happen. The weather seems to settle, and sunny days are ahead one more day of travelling doesn't seem that bad. You also heard that a few weeks ago the local knights made the way clear from the creatures of the night.

- if they go on the detour. The weather is indeed better, and it is true that there are no monsters, but you are attacked by bandits. The merchant is injured on the arm, and part of the caravan is damaged, he is furious. He wants to get to the other city as quickly as possible.
- ii. Team B's scroll of knowledge: You only see a pitiful old man in front of you. His eyes are grey from disease, his hands are shaking, and he is mumbling to the air. You could easily push him aside. The weather seems bad one more day of traveling seems horrible. Also, it is said that the other route is littered with bandits and goblins.
 - if they cross the bridge. The weather is getting even stormier, you indeed need to cross the river as soon as possible. The old man is not bothered at first but one of the B's party member insults him, and he casts a spell on the caravan, everybody gets sick rashes and fever plagues everybody, the merchant's son seems even sicker, he is furious, he wants to get the other city as quickly as possible.

2. Checkpoint: You need to take a stop for supplies and rest. You can either choose a nearby city's taverns or stay camping in the nearby clearing. Make a decision.

- i. Team A's scroll of knowledge: Going in the city is insane. It is well known that the city is the city of thieves, and they are going to rob you blind in the night. The clearing seems nice, and the weather is perfect for camping. From the nearby forest you could gather supplies for the last part of the journey.
 - if they stay in the clearing: Indeed, you gathered all the fruits of the forest wild boar meat, berries, wild honey, and water from the clearest fountain that you ever seen. However, you were wrong with the weather a shivering cold rain came, you barely slept and even under the best tents you and the merchant got soaked.
- ii. Team B's scroll of knowledge: You're sick and tired of camping you did this for days and you want to take a good rest. You know that the other team's leader has a personal conflict with the city's gangs, and he/she is scared to go there. Also, your supplies are running short, and you really want to have decent food.
 - if they go to the city: The gossips were fake and the city welcomed you with open arms, you had your best night of sleep-in week. However, the city did another kind of thievery on you. The supplies you

bought seemed worthy for a king but when you left city turned out that it was all rotten and inedible.

2. Route

1. Checkpoint: Festival of the woods. As you walk in the enchanted woods there is a strange, charming music that whispers in your ears. On hills of two you see tents, stages, and carts full of druids, fairies, and fauns having a huge festival in the honor of the gods of this ancient wood. Your merchant decides that you must participate to praise the gods. How to behave?

- i. Team A's scroll of knowledge: You read in the local paper, that they just discovered drugs and they're very popular among people. If you go to the festival, you have a high chance, that the merchant will be drugged.
 - if they leave the festival: as they are advancing in the forest, the forest is getting more and more hostile. Animals damaging the caravan. Tree trunks are getting in the way of the caravan, so you cannot move, losing three days.
- ii. Team B's scroll of knowledge: You know that in this festival you can find the merchant's long-lost wife. He has been looking for her for over 10 years.
 - if they stay at the festival: You have a great time at the festival, but you have been drugged. And you also didn't find the merchant's wife, so the merchant is angry, he is now threatening that he's not going to pay if you don't find the wife. You lose three looking for her.

2. Checkpoint: The huge wall. You come upon a huge wall; you cannot go around it. You have to make a decision.

- i. Team A's scroll of knowledge: You know that next to the wall, there's a seller, who can give you a hiking equipment to go over the wall. This equipment is very expensive.
 - if you go over the wall: You have to pay for the equipment, but you don't have enough money for it, so you ask the merchant to pay for it. He does, but he is angry that he had to pay for this, so he cuts your wages by 10 gold.
- ii. Team B's scroll of knowledge: You know that you have hidden inside the caravan a bag of dynamite. You can easily blow up the wall.
 - if you blow up the wall: When you blow up the wall, you can see that it was protecting a city full of people. Nobody got hurt, but the city is furious, so they claim 10 golds to repair the wall.

After that there were no challenges left. There were only a few days of travelling left. Finally, you did it! After all the hardship you have arrived at the final destination. However, the merchant is not that pleased there was too many things to blame on you. He cuts 30 golds from both teams.

The thing is if they choose any of the options you get a benefit but one bad drawback as well. If they don't think about a third creative outside the box solution, they need to live with the consequences as life is cruel as well. And in the second route there is thing to blame the other group. Nevermind what they choose at the end the merchant will cut the money just in real life the decisions have positives and negatives. There's no "perfect compromise", or a "perfect outcome". You just have to cooperate.

Tips and tricks that can help:

1. *Active listening*: Always listen to others with open ears and understanding.
2. *Thinking outside of the box*: Try to find solutions that might be different than expected.
3. *Remain calm*: Keep your calm during conversation, even if the topic is generating stress or discomfort in you.
4. *Be honest and exact*: Tell all the information that you have, try to be as precise as possible. Tell all your points that you feel like are relevant, important to the topic.
5. *Try to be objective*: Don't let emotions control you, make your decisions based on facts.
6. *Try to put yourself in others' shoes*: Image what would you do in their place.