



**Career  
Essentials:  
*Foundations***





# Opening the Door

Workplace Skills: Leadership

- Essential Questions
  - How can conflict negatively affect an individual or a group?
  - How can conflict positively affect an individual or a group?
  - How can conflict mitigation skills affect the results conflict has on a relationship?



# Opening the Door

Workplace Skills: Leadership

- Students will understand...
  - Conflict must happen in order for relationships to continue to develop.
  - Conflict develops from many sources.
  - Using the Open The Front Door (OTFD) conflict mitigation formula can positively affect the management of conflict.
  - Conflict mitigation differs from conflict avoidance.



# Opening the Door

Workplace Skills: Leadership

- Students will know...
  - The components of the OTFD formula.





# Opening the Door

Workplace Skills: Leadership

- Students will be able to...
  - Compare and contrast the terms (observation, thought, feeling and desire) associated with the Open the Front Door (OTFD) conflict mitigation tool.
  - Demonstrate the use of the OTFD model through fictitious characters.
  - Create a mind map to demonstrate different situational uses of OTFD.



What is one common conflict you face at home, in school and with your friends outside of school?





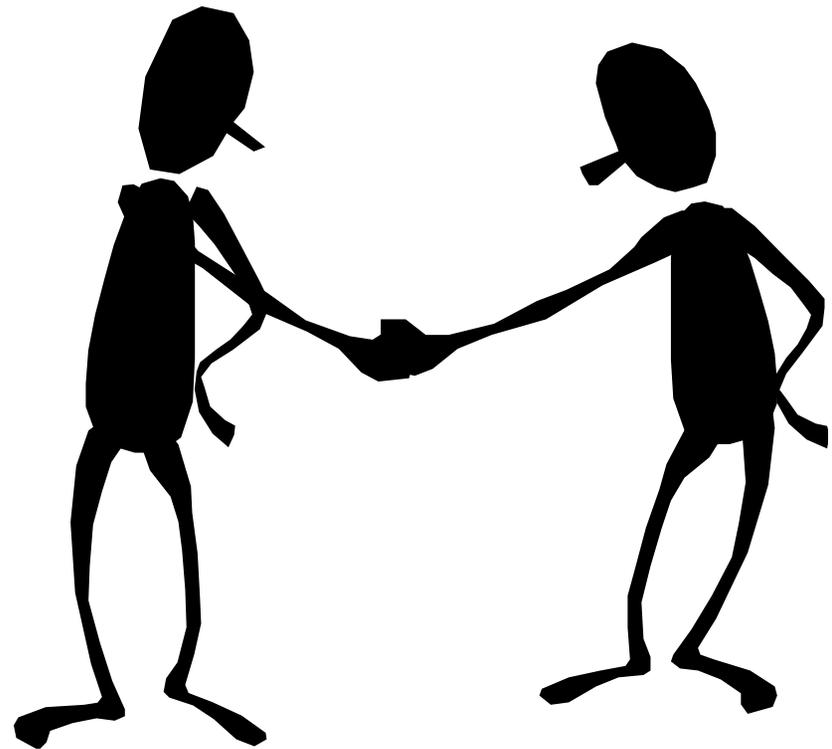
## Objectives:

- Compare and contrast the terms (observation, thought, feeling and desire) associated with the Open the Front Door (OTFD) conflict mitigation tool.
- Demonstrate the use of the OTFD model through fictitious characters.
- Create a mind map to demonstrate different situational uses of OTFD.



# OTFD

- Observation
- Thought
- Feeling
- Desire





## Observation

- I noticed...
- I saw...
- I heard...
- I observed...

## Thought

- That made me think...
- That makes me think...
- The thought that entered my mind after that observation was...





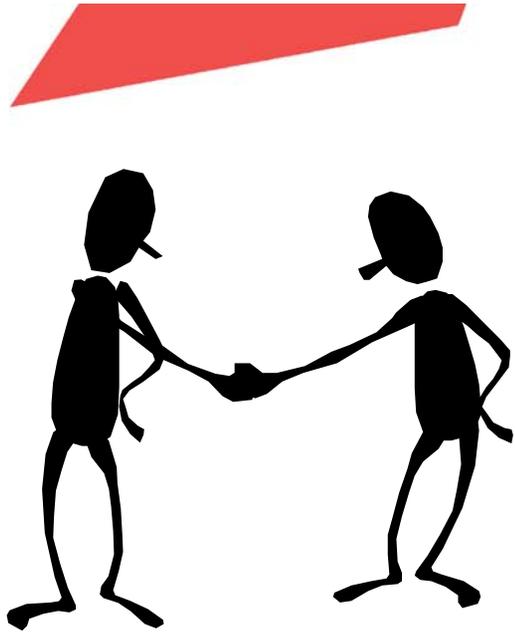
## Feeling

- I feel sad ...
- I feel angry...
- I am upset...
- I am concerned...
- I am disappointed...

## Desire

- I hope that from this point forward...
- My hope is that we can...
- Let's work together to accomplish...





## OTFD Review

- Observation
- Thought
- Feeling
- Desire



- How have you typically resolved conflict prior to learning about the OTFD model?
- How do you think the conflict resolution would have looked differently if the conflict had been resolved differently using the model?





## Mind Mapping

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