



Case Study 13: Conflict Resolution

A Borough Council based in the North West of England contracts Silvercube to provide actors to support the second part of a conflict resolution programme.

Example: The session is opened with a piece of invisible theatre, with one actor entering abruptly and confronting another actor who is presenting to the room. A scripted scenario is played out. This high impact introduction to conflict resolution is then dissected by delegates and re-shaped into a successful outcome without conflict.

Delegates are then given the opportunity to create their own bespoke scenarios which they practise with the actors. Motivational and developmental feedback is provided by the actor and the supporting delegates who are observing.

Result: With enhanced communication skills, staff successfully combine the theoretical learning with the soft skills development and are empowered to tackle challenging situations with confidence and effectiveness.