### Example Development Plan

<table>
<thead>
<tr>
<th>iCVF Item</th>
<th>Objective</th>
<th>Strategy and Resources</th>
<th>Evaluation: Who/How</th>
<th>Criteria (KPIs)</th>
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</table>
| Developer | To further develop conflict management skills with a focus on assertiveness and information gathering | • Map out each conflict that I am asked to facilitate as a Course Coordinator: seek information from each party separately  
• Prepare a conflict management plan using the format suggested in this Program  
• Document any negative self talk prior to the facilitation meeting: develop and document more positive self talk in my journal  
• Maintain a reflective journal documenting my action and any key insights I gained from the facilitation: categorise using Kolb's (1984) experiential learning cycle  
• Engage a fellow Course Coordinator to serve as a peer coach: meet with them to discuss my conflict management actions within one week after my mediation  
• Read 5 articles from a peer reviewed scholarly journal on conflict management and assertiveness  
• Attend a program on conflict management at Australian Institute of Management  
• Audiotape one of my conflict management sessions and reflect upon my action independently and then with my peer coach | • Parties in dispute. Ask for posthoc evaluation of my mediation  
• Self-evaluation: reflect on learning journal  
• Evaluation by peer coach – observation sessions (2); also comment on my learning over 3 months duration  
• Australian Institute of Management: Assessment Credit | • Positive post hoc evaluation (3.5/5 or greater)  
• Reduction of conflicts in my course by 10% over next 6 months  
• Reduction in negative self-talk  
• Greater self-reported confidence in managing conflict  
• Positive feedback on progress from peer coach  
• 70% or greater pass mark on Australian Institute of Management Course  
• More reported positive outcomes as a result of my facilitation |