



Conflict Resolution Skills

Purpose: To enhance participants' awareness of their own and others response to conflict in order to improve their ability to effectively deal with it.

Objectives

- Understand the effects of unresolved conflicts on people and organizations
- Discover the importance of healthy conflict
- Become aware of the physiology of conflict
- Engage in effective dialoguing
- Express disagreement and differences more effectively
- Identify the five approaches to conflict and which approach you use the most
- Discover how style differences can be a source of conflict and how to work with each style
- Understand and diffuse many types of conflict
- Utilize a conflict resolution model in your next conflict
- Develop a plan of action for dealing with conflict

The Definition of Conflict

- ◆ The effects of conflict on people, teams, and organizations
- ◆ The difference between good and bad conflict

The Positive Nature of Conflict

- ◆ Use conflict to strengthen relationships
- ◆ Enhance creativity and group decision-making

Internal Conflict

- ◆ The physiology of conflict
- ◆ Strategies for handling emotions
- ◆ Identifying your needs and how to communicate them

Dialoguing to Create Understanding

- ◆ Raise difficult issues
- ◆ Ask the right questions
- ◆ Create a safe environment
- ◆ Listen actively
- ◆ Read and express body language
- ◆ Assert your perspective

Conflict Styles

- ◆ Conflict instrument
- ◆ Communication styles and the conflicts they create

Diffusing Conflict

- ◆ Understand the conflict escalation cycle
- ◆ Techniques for de-escalating conflict
- ◆ Deal with challenging people and difficult situations
- ◆ Strategies for facilitating group conflicts

Action Plan

- ◆ Develop a plan for dealing with future conflicts

Methodology: Highly experiential, combines short lectures, case studies, scenarios and exercises.

Recommended Length and Size: Two-days. A shorter version can be customized upon request.

Materials: Customized Workbook. Instruments and style profiles are at an additional cost.