

Conflict Resolution Skills

Length: 1 Day

Summary: In this course, you will learn techniques for people in an organization to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations.

COURSE CONTENT

- 1. AN INTRODUCTION TO CONFLICT RESOLUTION**
 - What is Conflict?
 - What is Conflict Resolution?
 - Understanding the Conflict Resolution Process
 - Collaborating
 - Competing
 - Compromising
 - Accommodating
 - Avoiding
- 2. CREATING AN EFFECTIVE ATMOSPHERE**
 - Neutralizing Emotions
 - Setting Ground Rules
 - Choosing the Time and Place
- 3. CREATING MUTUAL UNDERSTANDING**
 - What Do I Want?
 - What Do They Want?
 - What Do We Want?
- 4. FOCUSING ON INDIVIDUAL NEEDS**
 - Finding Common Ground
 - Building Positive Energy and Goodwill
 - Strengthening Your Partnership
- 5. GETTING TO THE ROOT CAUSE**
 - Examining Root Causes
 - Looking at Cause and Effect
 - The Importance of Forgiveness
 - Identifying the Benefits of Resolution
- 6. GENERATING OPTIONS**
 - Generate, Don't Evaluate
 - Creating Mutual Gain Options and Multiple Option Solutions
 - Digging Deeper into Your Options
- 7. BUILDING A SOLUTION**
 - Creating Criteria
 - Creating a Shortlist
 - Choosing a Solution
 - Building a Plan