

Managing Conflict

Length: 1 Day

Summary: This course will assist you in understanding and implementing strategies that will help to manage conflict effectively. You will learn common causes and effects of unhealthy conflict, the steps for reducing conflict as well as the techniques for resolving conflict.

Course Objectives: Upon successful completion of the course, attendees will have learned how to:

- Understand why conflict exists and what value it brings
- Understand the conflict resolution process
- Recognize how conflicts evolve and escalate
- Understand conflict styles
- Develop a variety of conflict resolution strategies to meet situational demands
- Identify strategies for having difficult conversations
- Develop different ways to approach a conflict
- Understand the advantages and disadvantages of approaching conflicts differently
- Recognize how emotions affect discussions
- Identify strategies to avoid emotional decision-making
- Identify tactics used in conflict and understand how to respond
- Understand how to negotiate to a win/win outcome

COURSE CONTENT

1: RECOGNIZING CONFLICT

- Identify Your Personal Reaction to Conflict
- Develop a Healthy Attitude Toward Conflict
- Assess the Situation
- Avoid Conflict Escalation

2: RESPONDING TO CONFLICT

- Actively Listen
- Communicate Effectively
- Respond to Negative Tactics

3: RESOLVING CONFLICT

- Identify the Source of the Conflict
- Determine the Best Solution
- Implement the Solution

4: CONFLICT MANAGEMENT STRATEGIES

- How to reinstate trust
- How to become solution-focused not problem-focused
- Moving beyond conflict
- Difficult people vs. difficult behavior
- Asserting yourself
- Coping with resistance
- Saying "no" assertively

5: DEALING WITH DIFFICULT BEHAVIOR

- Difficult people vs. difficult behavior
- Process for handling passive and aggressive behaviors
- Create a viable alternative to group conflict

6: MANAGING CONFLICT ON TEAMS

- Importance of Managing Conflict
- Communication and Conflict
- Preventing Unhealthy Conflict
- Dealing with Conflict
- Dealing with Strong Emotions