

Conflict Management

Constructive conflict can increase performance, but destructive conflict can destroy productivity and morale. In this program participants learn how to recognize different types of conflict and how to resolve conflicts before they become destructive. This program will explore five modes people use in dealing with conflict and how to determine when each mode is most appropriate or least appropriate. Participants will learn and practice a six-step collaborative process for resolving conflicts.

Focus

The target audience for this program is managers and leaders seeking to create a more collaborative environment. The content focuses on creating actionable strategies to resolve conflict.

Length 8 Hours

Performance Objectives

- Identify the critical components and benefits of conflict
- Identify the five conflict handling modes and determine which mode is appropriate to a given situation
- Identify the eight most common causes of conflict in the workplace
- Use a six-step model to successfully collaborate in a conflict situation
- Deal with difficult situations in a positive manner

Course modules include:

Conflict Basics	The factors that cause conflict are reviewed, such as deriving intent from impact, assigning blame, taking an “either/or stance,” and focusing on “positions” versus the “interests” that underlie positions.
Conflict Dynamics	This module focuses on how to position conflict to seek resolution.
Conflict Handling Modes	Conflict management styles are explored using the Thomas-Kilmann Model that looks at concern for outcomes versus concern for relationships.
Strategies to Resolve Conflict	Participants practice different strategies to resolve conflict.