

Leading Change and Conflict Resolution: The Key to Productive Organizations and Relationships



Course Length: 8 hours

We are creatures of habit, even when it might be beneficial to change the way we behave. Organizations exist on habitual behavior and yet, at the same time, leaders know their excellence depends on being able to shift business practices based on internal and external feedback. With change, comes conflict. Equilibrium feels off balanced which provides a leader with a glimpse into the operations of their organization and interaction between co-workers, other departments, and their customers.

Course information, discussion, and exercises will give participants the opportunity to apply concepts and skills to scenarios that focus on managing change and embracing the conflict that comes along with this change.

Course Objectives

After completing these sessions, participants will be able to:

- Explain the dynamic and components of change management and the “iceberg” concept
- Identify the roles for successful change
- Explain and illustrate their understanding of force field analysis
- Revisit team development and criteria for effective functioning and the effect on change
- Demonstrate understanding of the conflict resolution model
- Illustrate the impact of their particular conflict resolution style and how it may influence successful change efforts and organizational effectiveness

Course Agenda by Topics:

Module One – Organizational Culture, Change, and Change Management

- Explanation and illustration of organizational culture
- Change and Change Management and Introduction of Iceberg
- Methods and Ways to address areas requiring change
- Roles required for change
- Force Field Analysis – identify what is working for and working against change
- Review of individual and leadership styles on managing change
- Model for Sustaining Change

Exercise – Individually and then in small groups, looking at organizational assessment – what change may be needed, what are the iceberg issues, what can be expected from force field analysis. Presentation of lessons learned to class.

Module Two – Conflict Resolution

- Development of Effective and Functioning Teams
- Conflict and conflict resolution
- Conflict Management Assessment – Individual Activity
- Modes of Conflict – strengths and challenges for each mode
- Create a picture of conflict resolution for class based on individual results
- Team’s approach to conflict – engage or fear – and how to proceed
- Review force field analysis and how modes may affect resolution of conflict

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Exercise – assess the impact of their individual conflict mode on the functioning of their team, the work they need to accomplish, and possible approaches to enhance success. Share insight with class.

Exercise – at end of day, using what each participant has learned about themselves as an individual, as a leader, and from the development of their organizational and systems model, create an outline of a plan for improvement, change, and/or conflict resolution. The plan will be completed, worked on, and results presented in the future.