



Resolve the Conflict

This eight-hour course, *Resolve the Conflict*, is designed to help participants constructively handle inevitable conflicts. It explores the causes of conflict and helps improve participants' ability to use a range of conflict management styles. Tools are provided and practiced to demonstrate how to create and maintain a spirit of collaboration even during conflict. Participants explore and experience both personal and group dynamics related to conflict. A strong foundation is built with theory and opportunities to apply information to actual conflict situations.

PROGRAM OBJECTIVES:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with experiential activities to create a rich and engaging learning environment to:

- Explore theoretical and practical information about conflict
- Discuss and understand the major causes of conflict
- Assess preferred conflict management style
- Describe and use a 6-step process for resolving conflict
- Practice working on individual, team and customer-related conflict situations
- Create norms and strategies to respond effectively in conflict situations, including working with difficult people

COURSE CONTENT:

Conflict Styles: determining our preferred conflict styles

Levels of Conflict: ranging from intrapersonal to inter-organizational

TripleWin Relationship Model: Compete, Coexist, Coordinate, Collaborate

Causes of Conflict: Fact, Method/Process, Objectives/Goals, Values

Practice Conflict Situations: use conflict situations to apply theory and models

Strategies for Managing Conflict: win-lose, lose-lose, win-win

Process for Addressing Conflict: 6-step process model

Guidelines for Conflict Resolution: guidelines for before, during and after conflicts are addressed

Conflict Scenarios: examples and actual situations

Options: MBTI and Conflict: exploring conflict and MBTI preference or LSI Conflict Profile