

MANAGING CONFLICT EFFECTIVELY

Session Goal:

To enhance existing conflict management skills through the use of *interest-based negotiation* techniques.

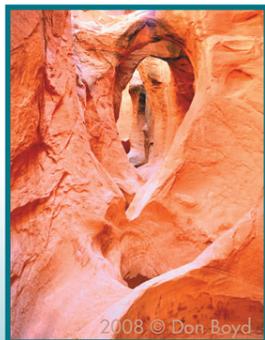
Overview

Conflict is commonplace, unavoidable, and can lead to positive growth and change. Poorly managed conflict has the potential to create tense and unproductive work teams, stifle creativity, and negatively impact relationships with both internal and external customers. By addressing the issues underlying the dispute productively, conflict can actually provide insight and new opportunities for enhanced workplace performance.

When confronted with a difficult situation, employees struggle to decide on a course of action that will best meet the interests of all parties. In the midst of a dispute, options can appear limited. Should they: avoid the problem; assert their authority by using formal or informal power; or, seek out a third party to decide the outcome?

Because most conflicts revolve around perceptions of incompatible needs, using a fourth approach, interest-based negotiation, allows people to respectfully address all legitimate needs.

Participants in this workshop will acquire insights about their own conflict management styles and learn practical strategies to manage challenging workplace conflicts.



Conflict is an opportunity to create meaningful change. In the middle of every difficulty lies opportunity.

—Albert Einstein

Objectives:

Participants will be able to:

1. Apply the basics of **interest-based** negotiation - learning how to diffuse a power struggle by negotiating for “what will work” versus “who is right”.
2. Identify and clarify their needs and those of others in a conflict.
3. Determine the best approach to resolving specific workplace conflicts.
4. Practice intervention skills that encourage collaboration and a shared responsibility for solutions.

Topics

1. What is conflict?
2. Conflict as opportunity
3. Conflict resolution options: Four Approaches to Conflict
4. Interest-base negotiating
5. Intervention skills
6. Workplace applications

Duration: 4-8 hours



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