

No two people are the same. Even if we have similarities, the differences in people make every situation and every person unique. The greater the differences in people, the more complex a relationship between two people is to manage. Yet, we need to interact, engage, depend on, and have relationships with others. Relationships have a purpose; they fulfill a need. It is impossible to avoid all conflicts because we cannot be completely independent of others. The more we depend on relationships, the more likely Conflict will occur. The difference between a good and bad relationship is not the presence or absence of Conflict. It is in the process by which conflicts are resolved. A one-time miscommunication or a simple misunderstanding between two people with an established relationship does not create conflicts. This workshop digs deeper to look at the relationship, why there is Conflict, ways to find value and gain resolutions for disputes, and how leaders can help manage conflict between others. *(All Employee version is available)*



Half or Full Day Option Available

Agenda/Modules Customizable

Objectives for this workshop:

- crisis-level conflicts
- Principles of the workplace/personal conflicts;
- Causes and different levels of conflicts
- Actions to avoid escalation using self-mediation • Both gain solutions and restore relationships
- Recognize conflict scenarios on their team
- Determine the root causes of the conflict
- Apply effective processes and procedures for

Defining Conflict

Story of the Orange and Introduction
Defining the Three “I”s of Conflict
Identifying Interpersonal Tragedies that Influence Conflict

Understanding the Causes, Levels, and Obstacles to Resolving Conflicts

Three Levels of Conflict
Self-Assessment – Reaction to Conflict
Recognizing Obstacles to Conflict Resolution

Self-Mediation Process for Resolving Conflict

Three-Step Process for Self-mediation
Cues to Create Collaboration

Feelings Surrounding Mediating

Normal Feelings and Fears and Tools to Address
Three Steps and Confrontation Model

Leadership Role of Mediating Conflict Between Others

Impact of Unmanaged Conflict
Examples of Extreme and Moderate Conflicts

Six Steps to Mediate Conflict

Identify the Sources of Conflict
Getting to the Agreement of Both Gain
Overcoming Limiting Behaviors and Context
Workplace Scenarios to Manage

Key Takeaways & Closing

Workshop for Leaders: Managing Conflict Encouraging Self-Mediation

