

Conflict Resolution



About the Program

Conflict is ever present in today's business world from minor conflicts between coworkers to conflicts between customer and vendor. Managing conflicts successfully requires the right mindset and process. The goal is to move an agreement from win-lose or compromise to a collaboration, where both parties are satisfied with the outcome and the relationship is improved or intact.

This program will improve your ability to:

- ◆ Be aware of your natural approach to conflict and either increase your assertiveness or minimize your over-aggressiveness
- ◆ Understand the other perspective in a conflict before stating yours, ie: what is driving decisions and behavior and how does that impact or change my perspective
- ◆ Provide creative solutions to conflicts and business issues
- ◆ Successfully facilitate a conflict conversation in a collaborative manner

Learning Approach

This program is designed to intensify learning and improve skills by simulating on-the-job situations. A variety of learning methods are used including:

- ◆ Custom designed conflict scenarios based on participant typical situations
- ◆ Group discussions
- ◆ Role play/practice sessions
- ◆ Instructor/participant feedback
- ◆ Self-reported Conflict style assessment
- ◆ Back Home implementation plans

Content:

- ◆ The five approaches to conflict— Accommodate, Withdraw, Defeat, Compromise, Collaborate
- ◆ Assertion vs. aggression
- ◆ The collaborative approach to resolving conflicts
- ◆ Side by side problem solving
- ◆ Roleplay of conflict scenarios that participants have experienced

Target Audience

Professionals who

- ◆ Need to resolve conflicts
- ◆ Are responsible for inter-department and cross-functional coordination and collaboration
- ◆ Serve on cross-functional business teams
- ◆ Sell to internal or external clients
- ◆ Are designated leaders or serve as project/task force leaders

Course length: 3.5 hours

8-24 participants /class