

# CONFLICT MANAGEMENT

## *"Conflict Resolution" :*

### **Overview**

Conflict is inevitable, we've all had conflict situations in the past and probably will have them in the future. This two day conflict resolution training program will teach attendees or help them to teach others how to more confidently deal with workplace conflict situations. Participants will discover how conflict situations can be turned around into opportunities, they will explore and practice a conflict resolution process to more successfully handle workplace conflict.

### **Course objectives:**

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By the end of this training course participants will be able to:

- Learn, Practice and follow a process of resolving conflict.
- Become more confident in handling interpersonal and common workplace conflict.
- Find out their own preferred style of resolving conflict and become aware of the different styles of resolving conflict.
- Follow a step-by-step process of successfully mediating conflict between two parties.

### **Outline of topics**

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#### o **Module 1 : Conflict Resolution Primer:**

- Is conflict good or bad?
- Potential benefits of conflict.
- Cost of conflict.
- Defining workplace conflict.

#### o **Module 2: Conflict Anatomy:**

- The Four possible conflict outcomes.
- Conflict resolution styles.
- Find out your preferred conflict resolution style - self-assessment.
- Conflict analysis worksheet.

#### o **Module 3: The Language of conflict resolution:**

- The importance of using the right language when resolving conflict.
- The six conflict resolution language fundamentals.

#### o **Module 4: The Conflict resolution process:**

- The conflict resolution process.
- The conflict resolution process skill practice activity
- Games and Conflict resolution.
- Counter tactics and dealing with games.

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## o **Module 5 : Mediating conflict:**

- What is mediation?
- Characteristics of a mediator
- Key mediation tips.
- The Four steps of mediation.

*Competitive review game - An Exciting review challenge (Power Point Game) to end the training on a high note!*