



... Handling Conflict

Refine critical skills and
behaviors to effectively
manage conflict

Conflict is an inevitable dynamic in the workplace and is neither “good” nor “bad.” What makes a conflict situation productive or destructive is the way in which issues and information are analyzed, approached, and communicated. Successful teams and managers have the ability to not only address but utilize differences in a positive way that increases the overall strength of the team.

... The Experience

Most people view conflict as being highly personal in nature. In this highly interactive course, participants will learn the skills and perspectives that are necessary to effectively manage conflict, strengthen relationships, manage emotions, and collaboratively resolve conflict through self-reflection, discussion, and practical application.

Learners will complete the Thomas-Kilmann Conflict Mode Instrument. Through this assessment, they will gain insight into their preferred mode of conflict management. They will also gain exposure to, and a better understanding of, the preferred approaches of others in a conflict situation, as well as discover sources of conflict that include cultures, values, and worldviews. Working in small groups, they will then explore the best approaches to different types of conflicts, and discuss how their preferred approach can be adapted to best manage the situation.

Next, participants will be introduced to a three-step process that they can use to keep their approach and communication focused and on track so that the conflict is resolved in a productive manner. Participants will identify a conflict situation that they are currently experiencing or anticipate experiencing in the near future. They will then work through the conflict using these three steps. Working with a partner, participants will engage in activities and discussions and obtain additional feedback and insight into the management of their conflict situation. This will provide participants with a detailed and complete action plan that they can implement immediately.

Objectives:

After completing this course, you will be able to:

Define conflict.

Recognize the five styles of conflict resolution and how to best adapt your style and approach to a conflict situation.

Understand your preferred style of conflict resolution.

Apply the Stop, Yield, Go Model to collaborative conflict resolution.

Apply techniques to managing emotions during conflict.

Explain assumptions and their effect on conflict.

Use active-listening skills to improve the working environment.

Apply assertive language techniques to express your needs and respect the needs of others.

Key Outcomes

Improved relationships

Increased diversity awareness

Improved teamwork

Duration | This course is available in a 4-hour ILT, 8-hour ILT, or 3-hour VILT agenda.

Target Audience | All levels

Class Size | This course is designed for up to 25 participants.

Available Language | English

••• For more information about **Handling Conflict**, please visit www.gpstrategies.com.



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