



Conflict Resolution Getting Along in the Workplace

Description: Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. In many industries, the amount of time spent on conflict management is surprisingly high. A study by the American Management Association says that managers spend at least 24% of their time on managing conflict. Hospital administrators, school administrators, mayors, and city managers spend even more time on this problem area. What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work for mutual benefit. There are no magical phrases or simple procedures for managing conflict. However, there are several strategies for coping with conflict. Knowing when and how to use these techniques can make you a more effective leader. Topics discussed in this course includes; defining conflict, types of conflict, open conflict vs. hidden conflict, spontaneous and reflective action, stages of conflict, strategies for dealing with conflict, the role of communication in conflict resolution, seven steps to ironing things out, facilitating conflict, setting norms, making an intervention, defining interventions, and resistance scenarios.

Session One: Course Overview.

Session Two: Defining Conflict

- What is Conflict?
- Positives and Negatives

Session Three: Types of Conflict

Session Four: Open Conflict vs. Hidden

Session Five: Spontaneous and Reflective Behavior

Session Six: The Johari Window

- Understanding the Johari Window
- My Window
- Case Study: Spontaneous and Reflective Behaviors

Session Seven: Stages of Conflict

- The Five Stages of Conflict
- Another Version of the Conflict Process
- Conflict Outcomes
- Strategies for Dealing with Conflict

Session Eight: Creating the Win/Win

- Max and Robin

Session Nine: Conflict Resolution Style Questionnaire

- The Questionnaire
- Scoring
- The Conflict Grid
- Pros and Cons

Session Ten: The Role of Communication in Conflict Resolution

- The Communication Chain
- Other Barriers
- Establishing Positive Intent

Session Eleven: Active Listening Skills

Session Twelve: Paraphrasing Skills

- What is Paraphrasing?
- Pairs Exercise
- Demonstrations

Session Thirteen: Powerful Questions

- Asking Questions
- Probing Techniques

Session Fourteen: Body Language

Session Fifteen: Pre-Assignment Review



Session Sixteen: The Conflict/Opportunity Test

- The Conflict/Opportunity Test
- Skills Test

Session Seventeen: Conflict and Its Resolution

- Visualizing Conflict
- A Strategy for Conflict Resolution

Session Eighteen: Helping Others Through Conflict

- Preparing for Conflict
- Conflict Resolution with Facilitation
- Role Play
- Setting Norms
- Coaching Through Conflict
- Managing Your Emotions
- Workshop Wrap-Up