

Conflict Management

Overview

Did you ever find yourself in a difficult situation with over-charged emotions around different points of view? Did these situations seem insurmountable? Did they make you angry or physically upset? You're not alone. Conflict can be healthy when it brings about new ideas and deeper relationships. For this to occur, the basis for dealing with conflict must be win/win. Conflict is unhealthy when it leads to distrust, anger, and withdrawal.

The "differences" that caused these situations arise from a variety of sources--our work situation, personality differences, behavioral differences, differences in expectations, differences in education, religion, or gender. The key to successful outcomes is understanding how differences can manifest themselves in different situations, how you perceive these sources of conflict, and in what you can do to prepare yourself to handle these situations.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

Program Length

Full or half day programs are available.

Program Objectives

During this session you will have the opportunity to explore our differences, the sources of conflict and our responses to both. We will explain the manager's role in conflict resolution and describe the strategies that work in managing disagreement and confrontation. You will learn a conflict resolution model and other de-escalation techniques.

Program Content

1. Defining conflict and sources of frustration (situations)
2. Exploring our differences (people)
3. Dealing with Conflict (mixing people with situations)
4. The Steps to Positively Deal with a Conflict
5. Practice Using the Model (Application)