



Conflict: From Prevention to Resolution™



When people are working together, differences of opinion and approach are inevitable. Conflict can create problems in work productivity and alignment, or it can be used positively to take advantage of diverse perspectives and promote creativity and innovation.

Conflict: From Prevention to Resolution™ enables you to gain a better understanding of the sources of conflict, and learn tools for preventing unconstructive conflict from arising. It also provides methods for taking advantage of differences. *Conflict: From Prevention to Resolution™* is a skills-based, constructive approach that can release the energy tied up in conflict, allowing creative resolution and more productive relationships.

OBJECTIVES AND OUTCOMES

As a participant, you will be able to:

- ▶ Apply basic concepts about the nature of conflict to a real-world situation
- ▶ Practice skills that help to prevent unconstructive conflict from beginning
- ▶ Identify your personal conflict style and how it may affect conflicts you deal with
- ▶ Recognize and manage your contributions to conflict
- ▶ Practice analyzing and reducing the intensity of conflict
- ▶ Practice using tools and techniques that help prevent, manage, and resolve conflicts.

WHO SHOULD PARTICIPATE?

- ▶ Leaders, managers, team members, and individual contributors who need to interact, collaborate, and make decisions with others in order to achieve their goals.

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COURSE OUTLINE:

- ▶ The Nature of Conflict
 - Introduction to key elements, definitions, and concepts
- ▶ Levels of Conflict
 - Analysis of current conflicts affecting participants
- ▶ Preventing Conflict
 - Working with tools and techniques to prevent unconstructive conflict from occurring
- ▶ The Situation Framework
 - Introduction to and analysis of the “big picture” affecting conflict
- ▶ Communication and Influence Behavior Overview
 - Practice utilizing specific influence behaviors in preventing and/or transforming conflict
- ▶ Managing Conflict
 - Introduction to managing yourself as the first step in conflict management
- ▶ The Conflict Style Instrument
 - Complete and review self-assessment of personal conflict style
- ▶ Resolving Conflict
 - Analysis of contributing factors to conflicts and paths to resolution
- ▶ Improving Skills Over Time
 - Learning summary, CPR tool review, and follow-up recommendations.