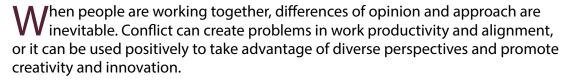


# Conflict: From Prevention to Resolution™





Conflict: From Prevention to Resolution<sup> $\mathbb{M}$ </sup> 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<sup> $\mathbb{M}$ </sup> 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.

## **Conflict: From Prevention to Resolution™**

#### **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.