

Conflict Resolution



Days: 1

Prerequisites: None.

Audience: This class is beneficial to everyone.

Description: Many people see conflict as a negative experience. Conflict is a necessary part of our personal growth and development. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

This course will give participants the tools that will help them resolve conflict successfully and produce a win-win outcome.

Course Objectives: This workshop teaches participants to:

- Understand what conflict is and how it can escalate
- Understand the types of conflict and the stages of conflict
- Recognize the five most common conflict resolution styles and when to use them
- Increase positive information flow through non-verbal and verbal communication skills.
- Develop effective techniques for intervention strategies
- Become more confident in your ability to manage conflicts to enhance productivity and performance

OUTLINE:

LESSON 1: COURSE OVERVIEW

The instructor will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

LESSON 2; UNDERSTANDING CONFLICT

During this session, participants will explore some assumptions about conflict and the positives and negatives of conflict. They will discuss several foundational aspects of conflict, including the three main types of conflict, open conflict, vs. hidden conflict, types of workplace conflict, the root causes of most conflicts, and will end the session with an interactive activity called "Behind the Mask".

LESSON 3: IDENTIFYING PERSONAL CONFLICT RESOLUTION STYLES

Participants will individually complete a questionnaire to help them identify their style of conflict resolution. Then, they will work in small groups to further examine their style from the areas of self-awareness, improved relationships, and effective conflict management. They will apply their conflict resolution style to a case study.

LESSON 4: STAGES OF CONFLICT

During this session, participants will look at two models of the conflict process, some possible outcomes of a conflict, and strategies for dealing with conflict.

LESSON 5: PREVENTING PROBLEMS

Participants will delve deeper into the role that effective communication plays in conflict resolution by discussing empathy, how to turn negatives into positives, and some dangerous misconceptions people have about when they are speaking.

LESSON 6: GETTING TO THE HEART OF THE MATTER

Participants will explore the Three F's Model of finding the facts, looking for the frequency of behaviors, and fixing the frustrated relationship.

LESSON 7: THE ROLE OF COMMUNICATION IN CONFLICT RESOLUTION

Participants will look at the communication chain as well as barriers that can impede communication. They will also learn about the concept of positive intent. Next, participants will learn the basics of active listening. This session will

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give participants some useful questions and some proving techniques.

LESSON 8: IDENTIFYING AND MANAGING EMOTIONS

Participants will discuss the role that emotional intelligence plays in conflict resolution as well as how to recognize and manage their emotions and the emotions of others. They will also learn some de-escalation strategies when dealing with anger.

LESSON 9: CONFLICT AND ITS RESOLUTION

This session will look at a few processes that we can use to identify and resolve conflict. Facilitation skills have become a cornerstone of many leadership models. This session will look at how facilitation, coaching, and group norms can be applied to conflict. Participants will also practice these skills in a role play.

LESSON 10: DE-STRESS OPTIONS TO USE WHEN THINGS GET UGLY

Participants will practice a few de-stressing techniques that have proven to work in tense situations.

LESSON 11: ANALYZING A CONFLICT SITUATION AND APPLYING CONFLICT RESOLUTION TECHNIQUES

The final session of the workshop includes a scenario in which the participants must apply the knowledge they have learned and skills they have practiced throughout the day.

WORKSHOP WRAP-UP

At the end of the course, students will have an opportunity to ask questions, fill out an action plan, and complete a training satisfaction survey.