

Conflict Resolution

(4 Hours)



Description: Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. 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 you resolve conflict successfully and produce a win-win outcome.

Course Objectives: This workshop teaches participants:

- What conflict is and how it can escalate.
- The types of conflict and the stages of conflict.
- The five most common conflict resolution styles and when to use them.
- How to increase positive information flow through non-verbal and verbal communication skills.
- Effective techniques for intervention strategies.
- Ways to manage conflicts to enhance productivity and performance.

LESSON 1: COURSE OVERVIEW

The Instructor will spend time getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

LESSON 2: DEFINING CONFLICT

During this session, participants will explore some assumptions about conflict and the positives and negatives of conflict.

LESSON 3: TYPES OF CONFLICT AND WAYS OF DEALING WITH IT

This session will explain and explore three main types of conflict: inner, interpersonal, and group as well as the different ways of dealing with them.

LESSON 4: STAGES OF CONFLICT

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

LESSON 5: CONFLICT RESOLUTION STYLE QUESTIONNAIRE

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.

LESSON 6: A HANDS-ON MODEL FOR CONFLICT RESOLUTION

Participants will discuss and apply the steps to be used to identify and resolve conflict.

LESSON 7: HELPING OTHERS THROUGH 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.

WORKSHOP WRAP-UP

At the end of the training session, participants will have an opportunity to ask questions, complete an action plan, and will be directed to the Training Satisfaction Survey.