

Managing4Success: Conflict Management



Effectively identify, understand, and resolve conflict with individuals and teams

What You Will Learn

- Implement a proven process for identifying and resolving conflict
- Recognize the different types of conflict and identify the source
- Identify your Conflict Style and how to interact with others
- See conflict as an opportunity for self-motivation and innovation
- Participate in conflict discussions based on your experiences
- Learn the five conflict response strategies for dealing with conflict
- Understand how personal beliefs, experience and perception affect conflict resolution
- Learn how team development can lead to conflict
- Explore methods for dealing with difficult individuals
- Work on conflict exercises tailored to your role, company and industry
- Enhance communication skills to perpetuate conflict resolution
- Master the characteristics and techniques of good listeners
- Utilize problem solving tools for generating solutions and evaluating options

Who Should Attend

- Managers and Team Leaders
- Individual Team Members
- Anyone dealing with a change or dynamic environments

Course Duration

- 14 hours



Conflict in the workplace is expected. How we deal with that conflict will determine whether or not it is functional or dysfunctional. The intent should not be to eliminate conflict; instead we need to utilize the most productive methods for handling conflict. In Conflict Management, participants will learn how to identify the sources of conflict, take a personal conflict style assessment, apply five proven strategies for approaching conflict and discuss creative methods and techniques for generating solutions to conflict situations.

Course Outline

- **Foundation of Conflict**
 - Conflict Defined
 - Types of Conflict
 - The Pros and Cons of Conflict
 - Identifying the Conflict Source
 - Message Distortion
 - Communication Traps
 - Communication Filters
 - Listening
 - Developing Active Listening Skills
 - Relational Power
 - Multi-Cultural Intelligence
 - Diversity Awareness
- **Where Does Conflict Occur?**
 - Inner Conflict
 - Conflict Reactions
 - Interpersonal Conflict
 - The Twelve Root Causes
 - Group Conflict
 - Intergroup (Structural Conflict)
- **Conflict is Normal**
 - Team Conflict
 - Stages of Team Development
 - Recognizing Conflict
 - Relationship vs. Task Conflict
 - Conflict Response Strategies
 - Weighing the Costs
- **Acknowledge and Explore**
 - iSpeak Conflict Resolution Model
 - Acknowledging Statements
 - Assertive Acknowledgement
 - Saying "No"
 - Identifying Challenging People
 - Defusing Challenging People
 - Details of the Exploring Phase
 - Probing to Understand
 - Identify the Business and Personal Needs
 - Exploring Assumptions
 - Conflict Simulation
- **Generate and Implement**
 - Generating Solution Alternatives
 - Lateral Thinking
 - Brainstorming
 - Reversed Situation
 - Forced Analogy
 - Point of View
 - Tips for Selecting a Solution
 - Decision Making Traps
 - Persuasion
- **Implement to Improve**
 - Continuous Self Improvement
 - Satori Moments
 - Conflict Commitments
 - 21-day Habits
 - Conflict Resources and Tools

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