

Conflict Resolution

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution course, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked unresolved it can lead to lost production, absences, attrition and even lawsuits.

Objectives

Understand what conflict and conflict resolution mean | Understand all phases and styles of conflict resolution | Adapt process for all types of conflict | Use basic communication tools | Use basic anger and stress management techniques

Conflict Resolution Course Outline:

Module One: Getting Started

- > Icebreaker
- > Housekeeping Items
- > The Parking Lot
- > Workshop Objectives

Module Two: An Intro to Conflict Resolution

- > What is Conflict?
- > What is Conflict Resolution?
- > Understanding the Conflict Resolution Process

Module Three: The Thomas-Kilmann Instrument

- > Collaborating
- > Competing
- > Compromising
- > Accommodating
- > Avoiding

Module Four: Creating an Effective Atmosphere

- > Neutralizing Emotions
- > Setting Ground Rules
- > Choosing Time and Place

Module Five: Creating Mutual Understanding

- > What Do I Want?
- > What Do They Want?
- > What Do We Want?

Module Six: Focusing on Individual Needs

- > Finding Common Ground
- > Building Positive Energy and Goodwill
- > Strengthening Your Partnership

Module Seven: Getting to the Root Cause

- > Examining Root Causes
- > Creating a Cause and Effect Diagram
- > The Importance of Forgiveness
- > Identifying the Benefits of Resolution

Module Eight: Generating Options

- > Generate, Don't Evaluate
- > Creating Mutual Gain Options and Multiple Option Solutions
- > Digging Deeper Into Your Options

Module Nine: Building a Solution

- > Creating Criteria
- > Creating a Shortlist
- > Choosing Solutions
- > Building a Plan

Module Ten: The Short Version of the Process

- > Evaluating the Situation
- > Choosing Your Steps
- > Creating an Action Plan
- > Using Individual Process Steps

Module Eleven: Additional Tools

- > Stress and Anger Management Techniques
- > The Agreement Frame
- > Asking Open Questions

Module Twelve: Wrapping Up

- > Words From the Wise
- > Review of Parking Lot
- > Lessons Learned
- > Completion of Action Plans and Evaluations