

Conflict Resolution

OVERVIEW

Perception plays a large role in conflict resolution. Each of us “sees” conflict differently depending on our past experiences with conflict.

Is conflict good or bad? Think of where you learned to handle conflict? Have your skills increased through work experience, or are you still using “childhood” conflict resolution skills?

Conflict is inevitable. Managers and leaders are responsible for the morale of the work team. Their conflict resolutions skills must be learned, practiced and continually demonstrated for their team members to learn from.

This module will discuss the nature of conflict, good and bad. We will focus on negotiation and mediation skills. Open communication is the foundation for effective conflict resolution.

The goal of this module is to bring participants to the awareness that relationships with family, friends and co-workers merit the investment in time and energy required for disagreements to be resolved in such a way that both parties feel like winners.

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. identify the nature of conflict
2. understand your own conflict style and how it impacts on situations
3. identify the different approaches to conflict resolution
4. identify the importance and benefits of managing anger
5. describe reactive and preventative strategies to resolve conflict
6. identify the ground rules for managing conflict successfully
7. identify and address the barriers to effective conflict resolution
8. identify “win-win” strategies
9. conduct an interpersonal conflict resolution session
10. develop an action plan to improve conflict resolution skills