

Conflict Resolution

Length: 1 day

Once conflict occurs it is necessary to have discussions between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored cause teams and organizations to get less-than-desirable results.

This course will provide you with skills to handle controversial and heated issues. You will learn how to catch problems early and resolve disagreements candidly and respectfully. You will also learn how to discuss issues in a way that makes it safe for everyone to speak. This course is active and engaging, with frequent skills practice, intense class participation, personal reflection, planning, and commitment.

Performance Objectives: Upon completion of this course you should be able to:

Describe what a healthy conversation looks like when being candid and respectful.

Identify your own communication style “under stress” and ways to decrease vulnerabilities while enhancing strengths.

Describe how to restore safety to a conversation by fixing misunderstandings, maintaining mutual respect, and establishing mutual purpose.

Describe how to be persuasive without being abrasive.

Apply tools to help others stay in dialogue - helping them move away from strong and optional conclusions and back to their observations.

Course Outline

Start with Heart: How to Work on Me First

1. Identify the conversations that have the biggest impact on results.
2. Explain what dialogue is and how it affects results.

Explain the attitudes and skills that are necessary to get to dialogue

1. Learn to Look: How to See When Safety is at Risk
2. Understand how safety affects crucial conversations
3. Recognize six behaviors that indicate when safety is at risk.
4. Identify our own Style Under Stress-and the skills that will help us manage it.

Make it Safe: How to Increase Candor While Decreasing Defensiveness

1. Identify the two conditions of safety: Mutual Purpose and Mutual Respect.
 2. Use three safety-building skills at appropriate times.
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Master My Stories: How to Master Emotions That Destroy Dialogue

1. Think our way to the root cause of our negative emotions.
2. Identify and question the stories that create our emotions.
3. Notice when our mistakes are fueling our reactions.
4. Influence our emotions so that we get to dialogue and get the results we really want.

STATE: How to Speak Persuasively, Not Abrasively

1. Use five skills for sharing potentially threatening messages in a way that minimizes defensiveness.
2. Share strong opinions without shutting down contrary views.
3. Explore Others' Paths: How to Power Up Your Listening
4. Use key listening skills to encourage others to share issues they are fearful of bringing up.
5. Use these same skills to avoid getting caught up in others' strong emotions and to get to the meaning behind their emotions.
6. Disagree with others without pushing them to silence or violence.

Move to Action: How to Make Decisions and Improve Accountability

1. Summarize everything we've learned to date.
 2. Turn dialogue into desired results.
 3. Clarify how decisions will be made before people create false expectations.
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