

Conflict Resolution Skills

Length: 1 Day

Summary: In this course, you will learn techniques for people in an organization to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations.

COURSE CONTENT

AN INTRODUCTION TO CONFLICT RESOLUTION

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

CREATING AN EFFECTIVE ATMOSPHERE

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

CREATING MUTUAL UNDERSTANDING

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

FOCUSING ON INDIVIDUAL NEEDS

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

GETTING TO THE ROOT CAUSE

- Examining Root Causes
- Looking at Cause and Effect
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

GENERATING OPTIONS

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

BUILDING A SOLUTION

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan