



Conflict Resolution

Summary

Length: 8 hours Level: Foundational

Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. If left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits. This course may earn a Credly Badge.

Learning Objectives

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. Participants will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Course Outline

1. Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

2. An Introduction to Conflict Resolution

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

3. The Thomas-Kilmann Instrument

Collaborating
Competing
Compromising
Accommodating
Avoiding

4. Creating an Effective Atmosphere

Neutralizing Emotions
Setting Ground Rules
Choosing the Time and Place

5. Creating Mutual Understanding

What do I Want?
What Do They Want?
What Do We Want?

6. Focusing on Individual Needs

Finding Common Ground
Building Positive Energy and Goodwill
Strengthening Your Partnership

7. Getting to the Root Cause

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

8. Generating Options

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

9. Building a Solution

Creating Criteria
Creating a Shortlist
Choosing a Solution
Building a Plan

10. The Short Version of the Process

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

11. Additional Tools

Stress and Anger Management Techniques
The Agreement Frame
Asking Open Questions

12. Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans

Audience

Everyone dealing with day to day work environment will benefit from this course.

Prerequisites

There are no prerequisites for this course.