

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. Develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations. When you feel that conflict has gone beyond your means, this program offers the benefits of using a third party, as well as procedures for finding an effective mediator.

Audience: Management and HR Professionals

Prerequisites: None.

Number of Days: 1 day

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| 1. | Understanding conflict
Rational vs. emotional orientation | Continuum of third-party options
Mediation |
| 2. | The basic steps of conflict resolution
Four typical approaches to conflict
The "ABCD" of conflict resolution
Getting buy-in
Consensus
The components of detached engagement | Choosing a mediator
Arbitration |
| 3. | Listening skills
How to listen effectively
Obstacles to listening
Asking questions | |
| 4. | Communication skills that support conflict prevention and resolution
Establishing credibility and trust
Communicating feelings
Confrontational language | |
| 5. | Handling specific conflict situations
Dealing with your boss or upper management
Dealing with a co-worker
Dealing with team conflict
Dealing with an employee you supervise
Dealing with a customer or client
Dealing with extreme anger
Confronting when intimidated
Dealing with an uncooperative person | |
| 6. | Using a third party | |