

## TRAINING

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, assessments, role-play, teamwork, skill practice, coaching, and evaluations.

## OBJECTIVES

At the conclusion of this training program, the managers will:

- Become more aware of their own conflict style
- Recognize the conflict styles of employees in order to respond in the most effective way
- Assess work-related conflict situations and apply an effective conflict mode to resolve the conflict
- Practice using different conflict modes
- Develop skills to effectively manage conflict in the workplace

## COURSE CONTENT

### WHAT IS CONFLICT

We open with a common definition of conflict. And most importantly, we focus on conflict resolution as a learned skill that can be practiced and improved. We also examine the concept of conflict as a win/win vs. a win/lose.

### UNCOVERING THE SOURCES OF CONFLICT

Conflict arises from many sources. We examine some of these sources and look at ways conflict might be eliminated before it even starts.

### CONFLICT HANDLING MODES

Everyone deals with conflict in different ways. Participants take a self-assessment that identifies how they most frequently deal with conflict. The assessment focuses on two components:

## ASSERTIVENESS

- The degree to which a person attempts to satisfy his or her own concerns.

## COOPERATIVENESS

- The degree to which a person attempts to satisfy the concerns of another person.

After taking the assessment we then review the Five Conflict Handling Modes:

- Competing
- Collaboration
- Compromise
- Avoiding
- Accommodating

Several fun, interactive exercises help everyone to understand these five modes and how they play out in the workplace. Finally, we discuss and practice the ability to be flexible and to adapt to create win/win situations.

## CONFLICT RESOLUTION

This final module helps managers pull it all together and to practice resolving real life conflict situations.

### *FIVE STEPS TO CONFLICT RESOLUTION*

- 1)** Be willing and act quickly – how to effectively approach the other person and ask for the meeting.
- 2)** Prepare to uncover, define, and discuss the real problems.
- 3)** Ask open questions and listen actively – seek first to understand the other person before giving your perspective.
- 4)** Determine common ground and desired outcomes.
- 5)** Explore changes/solutions. Create an action plan.



# CONFLICT MANAGEMENT

## ACTION PLANNING

Each participant creates an individual action plan

This plan should be shared with the participant's manager and be considered part of his/her objectives and development plan.

## CLASS SIZE

Maximum of 16 people per workshop.

## EXPENSES

The Training Edge will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.