

Relationship awareness tools help people to identify the source of their conflict and manage it more effectively - reducing unwarranted conflict and turning warranted conflict into opportunities for growth and the strengthening of relationships. These tools are unique among conflict management tools because they assess individuals' motivational values. They get at the reasons behind conflict behaviours and show how those reasons connect to an individual's motivational values when things are going-well.

Through this "Happy and Healthy" Program, participants are challenged to actively choose behaviour more consciously; to reframe and prevent unwarranted conflict, to actively manage warranted conflict in such a way as to restore the self-worth of everyone involved and therefore produce higher quality work and create better working environments. Participants get a chance to talk about and manage conflict without actually experiencing conflict. Participants learn to better understand their own conflict reaction and "conflict sequence" better, so that they feel more empowered to manage conflict in their lives, when it surfaces.

OBJECTIVE:

At the conclusion of this program, participants will be able to:

- Become more aware of their own conflict style through exploration of the Strengths Deployment Inventory® tool
- Understanding individual Motivational Value Systems, as it relates to conflict
- Recognize the conflict styles of other to respond in the most effective way
- Learning one's conflict sequence to best understand typical and favored responses to conflict
- 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

WORKSHOP AGENDA

WHAT IS CONFLICT

We open with a common definition of conflict. And most importantly, we focus on the value of conflict in healthy organizational cultures. Conflict resolution, as a learned skill, 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:

MOTIVATIONAL VALUE SYSTEM (MVS)

- The intrinsic "anchor" to what motivates an individual and propels him into behavior and action.

CONFLICT SEQUENCE

- The action steps taken based on their MVS and what conflict mode feels most comfortable and acceptable for the situation.

Several fun, interactive exercises help everyone to understand the impact of one's MVS and their Conflict Sequence 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 participants to 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.

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.

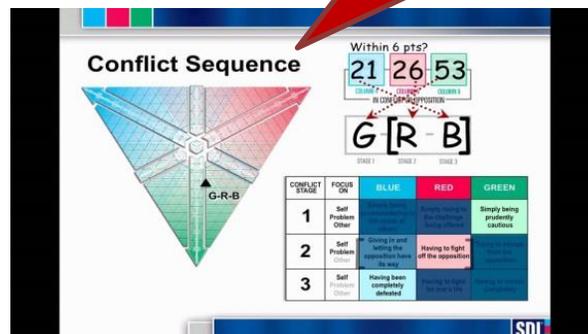
LENGTH OF SESSION

One-day workshop

CLASS SIZE

Maximum of 20 people per workshop.

What's your Conflict Sequence?



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