

Conflict Management - 2 Days

Course Description: This intensive two-day course will focus on ways to reduce professional and personal conflict. Participants will gain insight into ways to acquire control of volatile situations and prevent conflict from escalating. They will receive clear steps of action for getting to the root of the conflict while using strong communication and listening skills. In addition, they will learn ways to facilitate bad situations, methods for gaining consensus, and negotiation techniques. This course supports Lombardo Core Competency number 12 on Conflict Management.

<i>Course Objectives</i>	<i>Lombardo Core Competencies</i>
<ul style="list-style-type: none"> • Define conflict • Discuss the positive side of conflict • Analyze 8 most common times for conflict • Understand 7 stages of intergroup conflict • Identify 6 reasons for conflict among workers • Utilize rules for handling anger • Review assertiveness techniques 	<p><i>Steps up to conflicts, seeing them as opportunities</i></p>
<ul style="list-style-type: none"> • Analyze hostility and how it surfaces • Examine how to handle personal and professional hostility • Compare levels of group conflict 	<p><i>Reads situations quickly</i></p>
<ul style="list-style-type: none"> • Review active listening skills • Choose words to use that help the situation • Discuss hedge words people use to distort communication • Analyze techniques people use to avoid issues 	<p><i>Good at focused listening</i></p>
<ul style="list-style-type: none"> • Examine confrontation techniques • Create questions to guide others through the process • Analyze ways to prevent arguing • Apply facilitation skills for allowing everyone to be heard • Discuss the facilitator's responsibilities • Discuss times to make amends 	<p><i>Can hammer out tough agreements and settle disputes equitably</i></p>
<ul style="list-style-type: none"> • Create a code of conduct for controlling a resolution meeting • Compare ways to confront others while helping them save face • Create action plans for quick resolution 	<p><i>Can find common ground and get cooperation with minimum noise</i></p>