

## BM-COMT

# CONFLICT RESOLUTION: GETTING ALONG IN THE WORKPLACE

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Intermediate	Business Skills	Instructor Led & VILT	N/A

### INTRODUCTION

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

This course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.

### AUDIENCE PROFILE

Aimed at managers and team leaders, the conflict resolution course provides the skills, knowledge and confidence to effectively manage and turn around conflict situations in the workplace, in a clear, assertive and constructive manner.

### PREREQUISITES

None

### COURSE OBJECTIVES

During this one-day workshop, participants will learn how to:

- What conflict is and how it can escalate.
- The types of conflict and the stages of conflict.
- The five most common conflict resolution styles and when to use them.
- How to increase positive information flow through non-verbal and verbal communication skills.
- Effective techniques for intervention strategies.
- Ways to manage conflicts to enhance productivity and performance.

### COURSE CONTENT

#### Module 1: Course Overview

The first part of the day is spent getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

#### Module 2: Defining Conflict

This lecture will help participants define conflict. Participants will get a chance to explore some assumptions about conflict and the positives and negatives of conflict.

#### Module 3: Types of Conflict

This session will cover three main types of conflict: inner, interpersonal, and group conflict

#### Module 4: Open Conflict vs. Hidden Conflict

Participants will explore open conflict and hidden conflict.

#### Module 5: Spontaneous and Reflective Action

This session explores spontaneous and reflective action through a brief lecture.

#### Module 6: The Johari Window

The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. Participants will look at the Johari Window in detail through a personal exercise and a case study.

#### Module 7: Stages of Conflict

During this session, participants will look at two models of the conflict process, some possible outcomes of a conflict, and strategies for dealing with conflict.

#### Module 8: Creating the Win/Win

Participants will get a chance

to apply some of what they have already learned to a realistic case study.

#### Module 9: Conflict Resolution Style Questionnaire

Participants will individually complete a questionnaire to help them identify their style of conflict resolution. Then, they will work in small groups to further examine their style.

#### Module 10: The Role of Communication in Conflict Resolution

Participants will look at the communication chain as well as barriers that can impede communication. They will also learn about the concept of positive intent.

**Module 11: Active Listening Skills**

Next, participants will learn the basics of active listening.

**Module 12: Paraphrasing Skills**

In this session, participants will learn about, practice, and demonstrate paraphrasing techniques.

**Module 13: Powerful Questions**

This session will give participants some useful questions and some proving techniques.

**Module 14: Body Language**

Participants will learn how body language can help resolve conflicts.

**Module 15: Pre-Assignment Review**

As a pre-assignment, participants were asked to complete a benchmark survey on their effectiveness at managing conflict. In this session, they will revisit their answers.

**Module 16: The Conflict/ Opportunity Test**

Using a role play, this session will give participants some questions that can help them identify the benefits of a conflict.

**Module 17: Conflict and Its Resolution**

This session will look at a few processes that we can use to identify and resolve conflict.

**Module 18: Helping Others Through Conflict**

Facilitation skills have become a cornerstone of many leadership models. This session will look at how facilitation, coaching, and group norms can be applied to conflict. Participants will also practice these skills in a role play.

**Module 19: Workshop Wrap-Up**

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

## ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.