

BM-CMRD CONFLICT MANAGEMENT: RESOLVE DISAGREEMENT AT WORK



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

Whether it's in the form of visible hostility or silent resentment, conflict in the workplace can take a devastating toll on productivity and morale. Managing interpersonal differences is essential to business and protects the emotional health of employees. In this course, you will learn how to help others settle their differences and work constructively, as individuals and groups with a common purpose.

AUDIENCE PROFILE

Conflict management training can be beneficial for anyone who works in a team environment, as conflicts can arise in any workplace setting. However, there are certain roles or situations in which conflict management training is especially important such as Managers and Supervisors that need to handle conflict in a professional manner, HR Professionals, Team Leaders and Customer-Facing Employees.

PREREQUISITES

There are prerequisites for this course.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- Catch disagreement before it escalates into dysfunctional conflict.
- Replace habitual styles of handling differences with a strategic approach.
- Honor the legitimate interests of others.
- Creatively integrate diverse views so they are responsive to mutual concerns.
- Utilize disagreements as opportunities for learning.

COURSE CONTENT

Lesson 1: Foundation

In this lesson Students will Learn the Following Essential Foundational Skills as it includes:

- Building Commitment, Mutual Trust, and Respect in the Workplace.
- Learn How to Really and Attentively Listen.
- Develop an Inspired Shared Vision.
- Let us Explore some Case Studies.

Lesson 2: Explore

- Let us to do a Self-Assessment Exercise
- During this Lesson you will Learn how to Manage

Differences in People and Situations.

- Explore Nine Approaches to Managing Conflict and Disagreement Neutral and Involved Interaction Methods.

Lesson 3: Plan

- During this Lesson You will learn how to Develop a Plan for Resolving Differences that Embrace Incremental and Transformational Change.
- What is the difference between Linear and Non-Linear Thinking?
- This Lesson will teach You Tolerance and Commitment to

Creatively, whilst Harmonizing Differences.

Lesson 4: Implement

- In This Lesson the Focus will Fall on the Use of An Ethical Reasoning Ladder.
- Learn How to Model Ethical Behaviour.

Lesson 5: Follow Through

- Learn how to Compare Desired Outcomes vs. Real Outcomes. The "Six Facets of Agreement"
- Learn to Document Potential Conflict and Resolution Methods.

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.