



Conflict Management:

Secrets of a Conflict Manager

Course Description

Conflict Management: Secrets of a Conflict Manager is for anyone who wants to get better at managing and navigating conflict. Conflict is stressful and difficult to control, especially when emotions are high. In this workshop, you'll learn the secrets that professional conflict managers use to de-escalate, get to the heart of the issue, communicate understanding, and solve issues.

Outcomes:

- A clear understanding of what really causes conflict
- A process for digging into conflict to get at root causes
- A process that results in strong win-win resolutions
- Ways to confirm your understanding of the conflict

Module 1: Understanding and Working with Conflict

Understanding Conflict Management

- What Is Conflict Management?
- The Cost of Conflict
- Perceived Threat: Types of Workplace Threats
- 4 Standard Conflict Management Styles, and Why They Don't Work
- The Interest-Based Relational Approach
- Language that Encourages Conflict
- Cultural Differences in Conflict

Beginning the Conflict Management Process

- Setting Ground Rules
- Gather Information
- Questions to Find Out More
- "Pocket Question" for When You're Out of Questions

Module 2: Turning Conflict into Successful Resolutions

Confirming Your Understanding

- The Paraphrasing Sandwich
- Tool: Offering Your Opinion

Reaching a Solution

- Elements of a Solution
- Getting Agreement on the Conflict
- Brainstorm Possible Solutions
- The 3 elements of a successful resolution
- Negotiate a Resolution