



Respond to Conflict:

Strategies for Improved Communication

Course Description

Do you have people in your workplace who cause problems for everyone else? Do they create additional work for others? Conflict at work is a painful reality and a key explanation for decreased productivity and increased frustration. One point is clear: Conflict does not magically go away, and it only gets worse when ignored.

In this course, you'll develop conflict resolution strategies to prevent explosive situations and learn to communicate in a way that facilitates cooperation and problem-solving without creating resistance.

Outcomes:

- Become better at identifying and communicating to people with different communication styles
- Become (and be seen as) a great listener
- Improved conflict resolution skills
- Gain clarity and skills around being assertive

Develop Conflict Awareness

- Disagreement vs. Conflict
- Causes of Conflict
- Styles, Perceptions, Goals, Roles, Values
- Separate Person from Behavior
- Role of Emotional Intelligence

Prepare to Respond to Conflict

- Advanced Listening Skills
- Feeding Back: 4 levels
- Flow of Communication
- Distinguish Between Content and Feeling
- Avoid/Attack Spectrum

Manage Conflict Productively

- Five Conflict Management Styles
- Approach with Confidence and Objectivity
- Conflict Script
- Assertive Script
- Action Plans

Maximize Trust, Minimize Conflict

- Nine Commandments of Fighting Fair
- Role Plays