

## RESOLVING CONFLICT

### Learning Objectives

This hands-on one day workshop is designed to provide participants with the mindset, skills and tools to effectively resolve conflict.

### By the end of this workshop participants will be able to:

- Describe the value of conflict to an organization's success
- Identify when getting into conflict is a waste of time
- Compare the four potential approaches to resolving conflict
- Assess their style under stress and strategies to flex their approach
- Identify the unproductive behaviors associated with the competitive and accommodating approaches
- Identify the three areas of trust and their relevance to conflict
- Assess our natural responses to conflict and the implications
- Recognize how the ladder of conflict impacts our effectiveness
- Analyze the tendency to label others' motives
- Apply communication techniques to effectively resolve conflict
- Commit to change their approach to conflict

## PROGRAM FLOW

### KEY CONTENT AREAS

#### Welcome

- Introduction, Learning Objectives

#### Value of Conflict

- From Hidden to Disruptive
- Definition of Productive Conflict

#### When to Engage

- Control, Influence and Concern
- Implications of Each

#### Conflict Resolution Options

- Four Choices
  - Meet My Needs*
  - Meet Others' Needs*
  - Problem With Compromise*

#### Fight or Flight

- Amygdala Hijack
- Conflict Style Assessment

#### Trust

- Three Dimensions
- Character, Competence and Connection

#### Checkered Flag Raceway

- Experiential Activity
- Impact of Role on Perspective
- Seek Understanding

#### Ladder of Conflict

- Adding Motive - Scenarios
- Labeling Others
- Blaming and Absolutes
- Moving From "But" to "And"

#### Listening and Advocating

- Model of Effective Communication
- Moving from Amygdala to Dialogue
- Assessing Advocacy Skills
- Advocacy Practice

#### Top Ten Tips

- Commitment to Change

#### Workshop Close