



## OVERVIEW

This hands-on four-hour 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
- Identify the unproductive behaviors associated with the competitive and accommodating approaches
- Access 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

- Form 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

### Ladder of Conflict

- Adding motive – scenarios
- Labeling others
- Blaming and absolutes
- Moving from “but” to “and”

### Top Ten Tips

- Commitment to change

### Workshop Close