

Resolving Conflict

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

Learning Outcomes

- 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 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 your approach to conflict

Program Flow

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

Three choices: meet my needs, meet others' needs, problem with compromise

Fight or Flight

Amygdala hijack
Activity: Conflict Style Assessment

Ladder of Conflict

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

Communicating Under Conflict Model

Seeking to understand
Humble inquiry
Minding the response gap
Be solution-oriented

Application

Plan to be proactive
Commitment to change

Workshop Close

Workshop evaluation