

Conflict Resolution

Course Length: 1 Day

Course Description

Description: Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. If left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.

Course Content

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| Lesson 1 – Getting Started | <ul style="list-style-type: none">• Icebreaker• Housekeeping Items• The Parking Lot• Workshop Objectives |
| Lesson 2 – An Introduction to Conflict Resolution | <ul style="list-style-type: none">• What is Conflict?• What is Conflict Resolution?• Understanding the Conflict Resolution Process |
| Lesson 3 – The Thomas-Kilmann Instrument | <ul style="list-style-type: none">• Collaborating• Competing• Compromising• Accommodating• Avoiding |
| Lesson 4 – Creating an Effective Atmosphere | <ul style="list-style-type: none">• Neutralizing Emotions• Setting Ground Rules• Choosing the Time and Place |
| Lesson 5 – Creating Mutual Understandingn | <ul style="list-style-type: none">• What do I Want?• What Do They Want?• What Do We Want? |

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| Lesson 6 - Focusing on Individual Needs | <ul style="list-style-type: none"> • Finding Common Ground • Building Positive Energy and Goodwill • Strengthening Your Partnership |
| Lesson 7 - Getting to the Root Cause | <ul style="list-style-type: none"> • Examining Root Causes • Creating a Cause and Effect Diagram • The Importance of Forgiveness • Identifying the Benefits of Resolution |
| Lesson 8 - Generating Options | <ul style="list-style-type: none"> • Generate, Don't Evaluate • Creating Mutual Gain Options and Multiple Option Solutions • Digging Deeper into Your Options |
| Lesson 9 - Building a Solution | <ul style="list-style-type: none"> • Creating Criteria • Creating a Shortlist • Choosing a Solution • Building a Plan |
| Lesson 10 - The Short Version of the Process | <ul style="list-style-type: none"> • Evaluating the Situation • Choosing Your Steps • Creating an Action Plan • Using Individual Process Steps |
| Lesson 11 - Additional Tools | <ul style="list-style-type: none"> • Stress and Anger Management Techniques • The Agreement Frame • Asking Open Questions |
| Lesson 12 - Wrapping Up | <ul style="list-style-type: none"> • Words from the Wise • Review of Parking Lot • Lessons Learned • Completion of Action Plans |