

## Conflict Resolution Workshop

### Course Duration 1 Day

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

### Course Objectives

At the end of the course participants will be able to:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

### Course Outline

#### **An Introduction to Conflict Resolution**

What is Conflict?  
What is Conflict Resolution?  
Understanding the Conflict Resolution Process

#### **Conflict Resolution Styles with the Thomas-Kilmann Instrument**

Collaborating  
Competing  
Compromising  
Accommodating  
Avoiding

#### **Creating an Effective Atmosphere**

Neutralizing Emotions  
Setting Ground Rules  
Choosing the Time and Place

#### **Creating a Mutual Understanding**

What Do I Want?  
What Do They Want?  
What Do We Want?

#### **Focusing on Individual and Shared Needs**

Finding Common Ground  
Building Positive Energy and Goodwill  
Strengthening Your Partnership

#### **Getting to the Root Cause**

Examining Root Causes  
Creating a Cause and Effect Diagram  
The Importance of Forgiveness  
Identifying the Benefits of Resolution

#### **Generating Options**

Generate, Don't Evaluate

Creating Mutual Gain Options and Multiple Option Solutions  
Digging Deeper into Your Options

#### **Building a Solution**

Creating Criteria  
Creating a Shortlist  
Choosing a Solution  
Building a Plan

#### **The Short Version of the Process**

Evaluating the Situation  
Choosing Your Steps  
Creating an Action Plan  
Using Individual Process Steps

#### **Additional Tools**

Stress and Anger Management Techniques  
The Agreement Frame  
Asking Open Questions