

Course ID
CONFLICT
Course Duration
1 day

Course Title
**Conflict in the Workplace: Managing Relationships,
Interactions and Conflicts**

**Related
Courses**

- Effective Negotiation: Beyond Win-Win! (NEGOTIATE, 1 day)

Aimed At

It's no secret that those who can successfully navigate the complexities of human interactions are not only able to achieve success in the tasks assigned to them, but they are also the ones who rise to the top in the long run. Those who get mired in misunderstandings, miscommunications, or conflict, usually do not. The relationship and conflict management skills taught in this course will benefit anyone at any level who has to work with or through others to get the job done.

Group Size

7-25

Prerequisites

None

**Course
in a Nutshell**

Many of today's jobs demand that people work collaboratively on such things as work schedules, product requirements, quality criteria, design methodologies, creative ideas, solution approaches, and the like. As people with different work styles and goals come together, conflict is inevitable. Often one party perceives a conflict that the other party is unaware of. With the success of the project and often also the critical, ongoing relationships at stake, conflict is not something that one can choose to ignore.

We will begin by administering a personality profile that will help you understand how differences in communications, decision-making, and work styles are behind most conflict. We will show you how to adapt your work style to work more effectively with individuals whose style differs from yours. You will learn the six-step negotiation process to work through the perceived differences jointly with others to achieve successful outcomes. The techniques taught in this course will help you resolve conflicts with colleagues, subordinates, superiors, and customers. They will also help you improve the disharmonious relationships that have not yet risen to the level of conflict.

Customize It!

Customize this course at little-to-no additional cost to your specific needs:

- Tell us about the relationship issues or conflict situations faced by your team and we'll tailor the course to address your specific challenges.
- Joint action learning program: Take the course together with those within your team or in another department that you have ongoing interaction with. Turning the course into an action learning program, we will teach you how to resolve conflicts while working through your particular issues in a professionally facilitated setting.

- Extended 2-day program: Take the one-day course, allow a few weeks to practice the worksheets, templates, and strategies taught in class, then come back for a one-day follow-up workshop to discuss what worked and acquire new skills to build on those learned in the first session.
- Combined program: Combine this course with its sister course on negotiations for a two-day high-impact program on the whole range of professional relationships and interactions.

Learn How To

- Put conflicts and crises in a constructive perspective to be able to deal with them more effectively
- Recognize the one thing in human behavior that impedes conflict resolution
- Define a conflict as proactive, adaptive or reactive, and apply the appropriate strategy to resolve it
- Follow a six-step negotiation process for a joint discussion of everyone's needs, wants, interests, and goals
- Determine your preferences for how you perceive, communicate, and make decisions
- Identify the differing preferences of those who work with you and develop a plan to effectively deal with those differences
- Design a structured system of goal-setting and communication that provides the framework for proactively working through the conflict to attain mutual goals

Course Outline

- Dissecting Conflict
 - Is conflict truly harmful?
 - Bubbling issues to the surface
 - Factors that influence conflict
 - Levels of conflict: Proactive, adaptive, reactive
- Negotiation as a Resolve for Conflict
 - Discussion: Relationship building
 - Self-assessment: MBTI or other work style inventory, group work
 - Setting the stage: Why is this critical?
 - Definition of goals and issues
 - Negotiation of recommendations: Inventory, game
 - Follow through: Why we usually leave it out!
- Reflection: How Could I Have Handled It Differently?
 - Dissecting historical approaches to conflict
 - Applying current learning to alter natural tendencies
 - Working through conflict to build a harmonious, long-term relationship
- Wrap Up
 - Q & A
 - Action planning and accountability

**How You
Will Learn**

- A seasoned instructor will present this course in a highly interactive “workshop” (lecture/practice) format.
- You will undergo a personality assessment to determine your communication/conflict style and understand how it affects your interactions with others.
- You will practice communication/conflict styles and strategies that work better than your natural tendencies with different styles of individuals.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

Revised

Nov. 30, 2005