

## COURSE OVERVIEW

# Conflict Resolution and Confrontation Management

## OVERVIEW

Unmanaged or poorly managed conflict in the workplace leads to reduced teamwork, cooperation, productivity and quality, as well as diminished employee commitment and morale. However, good conflict management skills can prevent these results. Successfully managed conflict can have a healthy, positive effect on your team and your organization. Well-managed conflict is an effective way to bring important issues to light and to open and strengthen the lines of communication and creativity with your team, boss, vendors and even customers. To be successful in your career, it's important to develop the skills necessary to handle conflict and confrontation in an intelligent and effective manner. This course will give you insight on how to become proficient at handling conflict.

## LEARNING OBJECTIVES

- Identify the main causes of workplace conflict
- Explain how team conflict escalates
- Discuss strategies for defusing an escalating conflict
- Describe healthy and unhealthy conflict and how to manage each
- Articulate the best way to communicate in conflict situations

## COURSE HIGHLIGHTS

### The importance of conflict management

- Understand conflict and conflict management
- The context of conflict
- Benefits of a well-managed conflict
- How team conflict escalates

### Conflict management strategies

- A proven approach to win-win conflict resolution
- How to separate the 2 sides of every conflict—people and issues—and deal with each effectively
- The importance of self-awareness
- Managing conflict

### Managing communication and emotions during conflict

- Awareness of communication differences
- Managing strong emotions
- Recognize and understand underlying issues
- How to redirect angry attacks rather than combat them
- Get others to take care of their own problems
- Critical communication mistakes
- Polite “exit lines” that allow you to postpone a confrontation until your emotions are under control

- How honesty and understanding will help you keep your cool when dealing with an upset person
- Effective strategies for defusing an escalating argument
- Strategies to overcome the feeling that negative feedback is a personal attack
- A 4-step approach to delivering effective feedback
- Conflict resolution and confrontation management: Mending relationships you thought were permanently damaged

## How to take care of yourself

- Weaving family, friends and co-workers into an emotional support system
- Understand the link between anger and stress
- Eliminate victim thinking
- Drive away negative thinking with positive talk
- Balance multiple roles and responsibilities
- Relaxation skills to control stress

## TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)