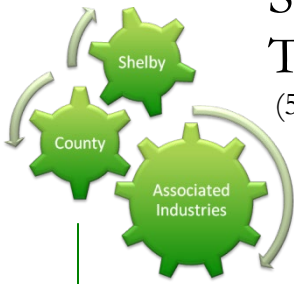


Shelby County Associated Industries Training Consortium

(502) 633-5068 | scidf.com/associated-industries



Conflict Resolution

The aim of conflict management training is to introduce practical conflict resolution techniques and strategies that managers and team leaders can effectively utilise when managing conflict in the workplace. It should build on previous training, skills and knowledge of effective performance management.

4-hour course

Course Objectives

By the end of this training course, the participants will have:

- Defined confrontation and their role in managing conflict in the workplace to ensure they maximize individual and team performance
- Identified their preferred style/s in influencing others and managing conflict and the additional strategies that they need to use to successfully resolve the conflict situation
- Demonstrated their skills in resolving conflict and confrontation
- Have identified a plan to apply and enhance their communication skills in the workplace to address existing conflicts

Course Overview

- Current strategies for handling conflict in the workplace
 - Defining confrontation
 - Identifying where you focus your attention and energy
 - Role of managing conflict in the workplace
 - Current conflict resolution strategies
 - Small group exercise and review
- Conflict styles
 - Recognizing different styles of conflict
 - Recognizing your own preferred way of dealing with conflict
 - Identifying the impact of different conflict styles
 - Small group exercise and review
- Process for managing conflict
 - Reviewing different stages of the conflict process
 - Recognizing contributions and potential conflict management strategies to change outcome
 - Small group exercise and review

- Influencing and assertiveness styles
 - o The wheel of influencing
 - o Non verbal elements of influencing
 - o Stating wants
 - o Using consequences
 - o Suggesting and proposing ideas
 - o Giving feedback
 - o Adapting to the situation with integrity
 - o Presentation, pairs exercise and practice, facilitated group review
- Conflict resolution activities
 - o Testing out the use of current and new confrontation management strategies
 - o Practice sessions in pairs or trios, facilitated group review
- Action planning and reflection
 - o Review of learning and action planning, course feedback
 - o Individual reflection and action planning exercise, facilitated group review