

## **Dealing with Conflict Instruments**

### **Seminar Outline**

#### **► Overview:**

Conflicts are a natural part of any relationship or of any group. When handled constructively, they are extremely valuable. Knowing how and why we respond to conflict the way we do provides us with awareness for building skills for positive conflict resolution. Application strategies for dealing with demands and anger on an individual level will contribute to organizational success. When understanding the critical issues of a conflict, it can be approached with the desire to create a mutually beneficial resolution. Then stronger relationships and tasks will be built and accomplished with a large view.

This seminar is a conflict assessment and training tool designed to teach you the skills necessary to consistently turn conflict into productive opportunities. It assesses individual approaches to conflict and shows how to make conflict a constructive rather than destructive force in the workplace. This seminar introduces new scales that measure a team's approach to conflict as well as each individual's approach.

#### **► Objectives:**

At the completion of this seminar, participants will be able to:

- Recognize how to handle conflict individually
- Discuss the causes and value of conflict
- List characteristics of conflict resolution styles
- Identify most effective resolution mindset
- Practice more effective skills for listening and for building rapport
- Learn to solve conflict problems by negotiating the issues more frequently to a win/win conclusion.
- Become proactive to problem-solving approach
- Work together more effectively as teams and wherever conflict might flair in the future, a new perspective can be brought to bear.

#### **► Who should attend:**

This seminar is designed for managers, executives and all other staff who should be aware of how to deal with conflict instruments. Participants may include:

- Project Managers
- HR Managers
- Directors
- Executive Members



- Anyone in the organization who is interested in enhancing his abilities of dealing with conflicts

► **Structure:**

This one-day seminar includes presentation, supporting documents, and interaction with highly experienced and qualified people from the field.

► **Contents:**

This seminar covers:

- Definitions
- Assumptions about Conflict
- Causes of Conflict
  - Misunderstanding
  - Personality Clashes
  - Competition for Resources
  - Authority Issues
  - Lack of Cooperation
  - Differences over Methods or Style
  - Low Performance
  - Value or Goal Differences
- The Value of Conflict
  - Constructive vs. Destructive
- Conflict Resolution Styles
  - Avoid
  - Accommodate
  - Compete
  - Compromise
  - Collaborate
- Cooperation and Assertiveness
- Steps for positive Resolution
- Achieving Win/Win Results

Throughout the seminar there will be opportunities for questions, and where appropriate, case studies will be discussed.