



**Course Title:** Conflict Resolution

**Course Length:** 1 day

**Time Online:** N/A

**Time in Class:** 8 hours

**Time in Lab:** N/A

**Class Size:** Minimum 6 / Maximum 15

**Price Per Student:** \$2,795.00\*

**Location:** Company Site

### **Course Description**

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 lawsuits.

### **Course Content/Syllabus**

#### **1. Module One: Getting Started**

- a. Workshop Objectives
- b. Pre-Assignment Review

#### **2. Module Two: An Introduction to Conflict Resolution**

- a. What is Conflict?
- b. What is Conflict Resolution?
- c. Understanding the Conflict Resolution Process
- d. Case Study
- e. Module Two: Review Questions

#### **3. Module Three: Conflict Resolution Styles with the Thomas-Kilmann Instrument**

- a. Collaborating
- b. Competing
- c. Compromising
- d. Accommodating
- e. Avoiding
- f. Case Study
- g. Module Three: Review Questions

#### **4. Module Four: Creating an Effective Atmosphere**

- a. Neutralizing Emotions
- b. Setting Ground Rules
- c. Choosing the Time and Place

\* Price based on minimum enrollment, subject to change

- d. Case Study
- e. Module Four: Review Questions
- 5. Module Five: Creating a Mutual Understanding**
  - a. What Do I Want?
  - b. What Do They Want?
  - c. What Do We Want?
  - d. Case Study
  - e. Module Five: Review Questions
- 6. Module Six: Focusing on Individual and Shared Needs**
  - a. Finding Common Ground
  - b. Building Positive Energy and Goodwill
  - c. Strengthening Your Partnership
  - d. Case Study
  - e. Module Six: Review Questions
- 7. Module Seven: Getting to the Root Cause**
  - a. Examining Root Causes
  - b. Creating a Cause and Effect Diagram
  - c. The Importance of Forgiveness
  - d. Identifying the Benefits of Resolution
  - e. Case Study
  - f. Module Seven: Review Questions
- 8. Module Eight: Generating Options**
  - a. Generate, Don't Evaluate
  - b. Creating Mutual Gain Options and Multiple Option Solutions
  - c. Digging Deeper into Your Options
  - d. Case Study
  - e. Module Eight: Review Questions
- 9. Module Nine: Building a Solution**
  - a. Creating Criteria
  - b. Creating a Shortlist
  - c. Choosing a Solution
  - d. Building a Plan
  - e. Case Study
  - f. Module Nine: Review Questions
- 10. Module Ten: The Short Version of the Process**
  - a. Evaluating the Situation
  - b. Choosing Your Steps
  - c. Creating an Action Plan
  - d. Using Individual Process Steps
  - e. Case Study
  - f. Module Ten: Review Questions
- 11. Module Eleven: Additional Tools**
  - a. Stress and Anger Management Techniques
  - b. The Agreement Frame
  - c. Asking Open Questions
  - d. Case Study
  - e. Module Eleven: Review Questions
- 12. Module Twelve: Wrapping Up**
  - a. Words from the Wise