

Constructive Conflict Management | 2 Days

People approach situations with their own set of experiences, priorities, and viewpoints. Conflict is inevitable. The ability to govern disputes and even avoid them altogether is vital. In this course, you will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes.

Who Should Attend

Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members.

Job Roles

- Personal Development
- Leader of Teams/Projects
- Leader of Managers/Departments

Objectives

- Identify and manage sources of conflict
- Define an effective strategy to deal with conflict
- Implement a process to manage conflict situations
- Build civility in the workplace

Course Outline

Understanding Conflict

- Identifying the Causes of Conflict
- Harnessing the Benefits of Conflict
- Resolving Conflict
- Understanding the Key People in Conflict Resolution

Civility in the Workplace

- Recognizing Uncivil Behavior
- Reaping the Benefits of Civil Behavior
- Working with Difficult People
- Identifying and Avoiding Incivility
- Creating, Implementing, and Enforcing a Civility Policy

Conflict Resolution Process

- Making an Effective Atmosphere
- Developing Mutual Understanding
- Focusing on individual and Shared Needs
- Getting to the Root Cause
- Generating Options
- Building a Solution

Conflict Resolution Strategies

- Differentiating Resolution Strategy Versus Process
- Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, Accommodating, and Avoiding

Topic-specific, post-class materials to enrich your journey.

eBooks, On-demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos

- Leadership Is About Convening featuring Larry Dressler
- When You Have a Difficult Team Member featuring Peter Sheahan
- Managing Negative People featuring Beverly Beuermann-King
- Mindsets to Bring to Conflicts featuring Stewart Levine
- How to Have a Difficult Conversation featuring Peter Bregman
- Four Levels of Listening featuring Mark Goulston
- Stick To The Facts & Stand Your Ground featuring E. Neville Isdell
- Dealing with Conflict: Move the Conversation Forward featuring Sandra Crowe
- Resolving Conflicts with Customers and Partners featuring Nicole Piasecki
- Managing Conflict in High Performance Teams featuring Howard M. Guttman
- Be Selfish featuring Jodi Detjen
- Dealing with Conflict featuring Howard M. Guttman
- Relationship Management: Don't Win the Battle to Lose the War featuring Travis Bradberry

Book Summaries

- *Team Genius: The New Science of High-Performing Organizations* by Rich Karlgaard and Michael S. Malone

Blueprints

- Psych 101 for CEOs: What Every Leader Needs to Know About Leading People by Norm Szydlowski, Paul W. Hobby & Gordon L. Alexander, Jr.

Leader-Led Activities

- Considering Conflict Discussion Guide
- Conflict Perspectives Facilitation Guide
- Conflict Resolution Process Facilitation Guide
- Conflict behaviors Application Guide
- Confronting Conflict Application Guide

Self-Assessment

- Perspectives on Conflict
- Instinctive Reactions

Business Impact

- Business Impact: Using Conflict to an Organization's Advantage
- Business Impact: Facilitating Work Related Conflict Discussions
- Business Impact: Confrontation: What's the Best Approach

Challenge

- Challenge: Managing Conflict

Tools

- Conflict Situations
- Sources of Conflict
- Questions for Conflict Situations
- Conflict Behaviors
- Conflict Resolution Process
- Confrontation Action Plan
- Win-Win Considerations
- Tips for Conflict Involvement

Test

- Leadership Advantage Test Yourself: Managing Conflict

Core Message

- Leadership Advantage: Managing Conflict 3.0

Case Study

- Explaining Conflict
- Observing Conflict Behaviors
- Manager-Employee Conflict
- Choosing a Direct Action

Key Concept

- Key Concept: Conflict is a "Clash"
- Key Concept: Look for the Root Cause
- Key Concept: The Positive Influence of Conflict
- Key Concept: The Other Side of the Coin
- Key Concept: Instinctive Reactions to Conflict
- Key Concept: Promoting Win-Win Solutions

e-Books

- Conflict Management
- Win at Work!: The Everybody Wins Approach to Confliction Resolution
- The Elephant in the Boardroom: How Leaders Use and Manage Conflict to Reach Greater Levels of Success

Videos/Courses

- Bring on the Battles to Resolve Conflict
- Conflict Resolution and Negotiation
- The Cycle of Resolution
- Embracing Conflict

