

Fostering Collaboration through Conflict Management

It is not the absence of conflict that makes a relationship great; it is the management of the conflict that exists that makes it great.

Monica Hatfield

Conflict is inevitable in today's workplace. Perhaps more than ever before, organizational members are challenged to "do more with less," and do it "faster and cheaper" than the competition. These corporate realities may contribute to employees feeling that they are competing internally for limited resources. Resources such as money, time, or information can all be potential sources of conflict.

This eight-hour interactive session explores skills and strategies to enable employees to work together to foster collaboration while working through conflict.

PROGRAM GOALS

- To learn how to foster collaboration through the use of conflict management skills and strategies.

PROGRAM MODULES AND LEARNING OBJECTIVES

Introduction

- Discuss conflict in today's workplace
- Define and discuss collaboration
- Identify three sources of conflict

Module One: Know the Skills of Conflict

- Learn the 4½ Step Disagreement Resolution Process
- Know the importance of Authenticity
- Practice the Language of Collaboration
- Discuss the Resolution Process in a group setting

Module Two: Know Yourself in Conflict

- Understand conflict management strengths
- Learn strategies for keeping your focus
- Identify your own issues during confrontations

Module Three: Know Others in Conflict

- Practice Dramatic Listening
- Learn strategies for surfacing hidden tensions
- Practice responding to verbal attacks

Module Four: Collaborate!

- Identify collaborative relationships
- Synthesize skills and strategies

PROGRAM SPECIFICS

- Audience: Front line to Executive level
Length: Eight hours
Format: Workshop environment with discussion and skill practice
Class size: Up to 15 participants per session

TESTIMONIALS

"I am very process oriented and therefore having a step-by-step plan will be very helpful for me when utilizing the conflict resolution skills I learned. I am now better prepared to resolve conflict myself as well as when coaching others."

Trainer, Organizational Development, Computer Associates

"I feel I am now more educated on how to resolve conflict the correct way. I have skills that will keep me less stressed and less emotionally involved. This will make me be a more effective manager."

Manager, Business Operations, Computer Associates

"I now have skills to better manage my frustration and the stress that develops when dealing with conflict."

Administrative Assistant, Computer Associates



Headquarters: Mills River, NC
(828) 333-1729
info@premiertrainingsolutions.com