

The Conflict Management Workshop

Course Summary

Description

Conflict occurs in the workplace everyday. Conflict may be caused by a competition for resources, a disagreement about procedures, or a disagreement about a decision. However, conflict doesn't need to be a negative influence. Conflict can also lead to new ideas, new opportunities and a healthier work environment. This workshop will teach you the skills to resolve workplace conflicts to the satisfaction of everyone involved.

Topics

- Identification
- Strategies
- Follow-up

Audience

This course is designed for managers, supervisors, and team leaders, members of work teams and project teams, and anyone who strives to manage conflict in the workplace

Prerequisites

There are no prerequisites for this course.

Duration

One day

The Conflict Management Workshop

Course Outline

I. Identification

- A. Identify the different types of conflict.
- B. Determine the root cause of the conflict.
- C. Evaluate the negative outcomes of the situation.
- D. Evaluate the positive outcomes of the situation.
- E. Determine who will solve the problem.

II. Strategies

- A. Determine the facts of the situation.
- B. Select a conflict resolution style.
- C. Explain the consequences of the conflict.
- D. Get agreement on the problem.
- E. Explore solutions.
- F. Negotiate a win-win resolution.
- G. Agree on an action plan.

III. Follow-up

- A. Prevent problems from reoccurring.
- B. Anticipate future conflict.
- C. Manage conflicts to enhance team performance.
- D. Define process for handling workplace conflict.
- E. Address the contributing factors of conflict before it occurs.