

Conflict Resolution in the Workplace

Course Summary

Description

Participants learn practical and essential conflict management and resolution skills through a series of facilitated lectures, hands-on workshops, and interactive assignments including role-plays designed to give each course participant practical experience and confidence in applying the skills essential to managing and resolving conflict.

Course format includes lecture and interactive group discussion, role-play exercises, and case-study discussion.

Objectives

After taking this course, students will be able to:

- Understand the conflict lifecycle and typical causes of workplace conflict.
- Know the relationship between conflict, stress, and Emotional Intelligence, and the difference between real and perceived barriers to resolving conflict.
- Understand individual conflict triggers.
- Know how Emotional Intelligence applies to conflict, and to effective conflict resolution.
- Know how to focus on achieving an Interests Based win/win outcome.
- Know how to manage stress effectively in conflict situations.
- Know the differences between being aggressive and being assertive and the differences between aggressive and passive-aggressive conflict, and how to identify and approach each to achieve a win/win resolution and minimize conflict.
- Know how to approach managing difficult people and difficult behaviour, and the difference between the two.

Topics

- Introduction to the Course
- Workplace Conflict Defined
- Emotion and Conflict
- Moving from Win/Lose to Win/Win
- Strategies for Controlling and Managing Emotions in Conflict Situations
- The Conflict Scenario Workshop/Clinic
- Application Assignment

Audience

This course is designed for those wanting to learn practical and essential conflict management and resolution skills.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

Conflict Resolution in the Workplace

Course Outline

I. Introduction to the Course

Participants are introduced to the topic and discuss the importance of, and benefit to themselves, of being effective in resolving workplace conflict. Participants also receive an introduction to what will be covered in the course and information about how the course will be conducted. Participants describe their purpose for participating and their goals for attending the course.

II. Workplace Conflict Defined

Participants explore and define workplace conflict and identify typical drivers of workplace conflict. Workplace conflict is contrasted with broader interpersonal conflict.

III. Emotion and Conflict

Participants explore how emotions are connected to and drive conflict, and discuss the importance managing and controlling emotions in a conflict situation to minimize escalation.

IV. Moving from Win/Lose to Win/Win

Participants define a win/win outcome versus a win/lose outcome, define the benefits to all involved of a win/win outcome, and explore strategies and tactics for effectively moving from Win/Lose to Win/Win.

V. Strategies for Controlling and Managing Emotions in Conflict Situations

Participants explore strategies for controlling one's own emotions and influencing others to control their emotions to achieve effective conflict resolution.

VI. The Conflict Scenario Workshop/Clinic

An extensive practical review of real-life situations, case-studies, and role-plays applicable to course participants discussed confidentially in the class.

VII. Application Assignment

Participants reflect on their personal strengths and weaknesses related to conflict and managing conflict and create implementable strategies to support them in conflict situations.