

CONFLICT RESOLUTION

*Wake the
imagination...
embrace
opposition*

Conflict within an organization can be fostered by a clash of opposing viewpoints spawned by differences in attitudes, behaviors, values, ideas, needs, and objectives. Conflict that is poorly managed or unresolved can have damaging impact on team relationships. Though often uncomfortable, conflict is a necessary, healthy component in human interaction ... and when managed effectively, can enhance growth, innovation and trust within a group.

Our **Conflict Resolution** program examines the factors which cause us to react emotionally when faced with opposition. We explore productive ways in which to respond to disagreement, rather than feeling threatened by it. Participants discuss ways in which to manage their reactions and defuse their emotions. In addition, we emphasize the importance of embracing and exploring differences, seeking the benefits associated with multiple points of view. Participants learn the appropriate behaviors for effectively responding to conflict, and leave armed with several effective processes for resolving it.

Upon completion of the program, participants are enabled to:

- Better understand the nature of conflict
- Understand the 5 Communication Styles for addressing conflict
- Effectively incorporate the **Do's** and successfully avoid the **Don'ts** associated with conflict
- Embrace three key principles for managing emotional reactions
- Apply strategies, guidelines, tools and concepts for use in conflict resolution
- Employ opportunities for skill building using workplace examples and group exercises
- Identify principles immediately transferable to workplace applications

Small group activities within the training enable participants to discuss workplace conflict situations. Feedback is exchanged, idea brainstorming is encouraged, and dynamic action planning becomes a key deliverable at the conclusion of the program.