

Diagnosing and Managing Interpersonal and Organizational Conflict

Differences are the Seed of Creativity and Achievement

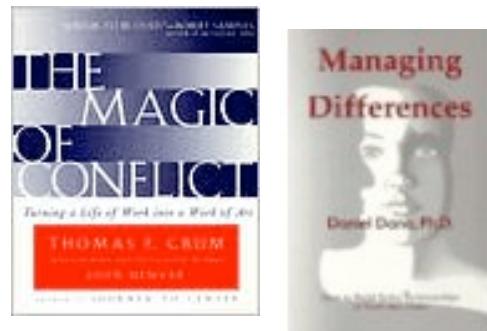
Conflict is a fact of life. By better understanding conflict and how it impacts your effectiveness at work, you can begin to make conflict work for you, not against you. This highly interactive three-day course helps strengthen your ability to work creatively with all types of conflict and improves your effectiveness in leading, accomplishing goals and managing interpersonal relationships. Extensive resources for further learning will be provided throughout the course.

Situation learning, role simulation, and group discussions supplement lectures and set the stage for on-the-job application of conflict management strategies. Extensive time is devoted to understanding the nature of conflict, its uses to management, and specific actions to take to improve the way you deal with real-life conflict situations.

Who Should Attend: Supervisors, managers, team leaders and others who are faced with and must effectively resolve conflict situations at work.

Course Length: 3 days

Student Materials: *Managing Interpersonal and Organizational Conflict Participant Guide*, 300 pages



Benefits

- Understand more fully signs and symptoms of conflict as well as your personal triggers
- Examine your behavior in a particular conflict situation and assess which actions were beneficial and which were detrimental
- Use a four-phase conflict management process that covers initial assessment through implementation of appropriate solutions to effectively guide resolution of a conflict from beginning to end
- Apply intervention models to assess conflict situations and determine root causes
- Apply conflict management skills learned in class to real-life situations
- Use a theoretically sound method to determine when to get involved in a conflict situation and, if so, to what extent
- Gain skills needed to drive a successful negotiation



- Develop a workable plan that helps you manage conflict more effectively



Managing Conflict (cont'd)

What You Will Learn

- Understand how conflict is formed and how it can be constructive or destructive
- Use key interpersonal foundation skills including perceptions analysis, active listening, dialogue/discussion and climate setting to increase understanding and improve the likelihood of finding mutually agreeable, creative solutions
- Recognize the three layers in which conflict takes place and how conflict can be healthy or unhealthy
- Separate initial positions from the underlying interests as an important step in resolving conflict
- Resolve interpersonal conflict using a communications process designed to diminish anger and hostility
- Understand key dynamics of interpersonal conflict
- Identify tools and approaches to successfully manage organizational conflict