



Peak Performance Group, Inc.

Successful Management Of Interpersonal Conflict: Getting Others To Work With You, Not Against You

Conflicts occur constantly in work and personal life. Any differences of opinion among people that need to be resolved offer the potential for acrimonious and destructive interactions, satisfactory (neither particularly positive or negative) interactions, or creative, productive, and team building interactions. This seminar will help you get the best results possible whenever conflict occurs.

The seminar is based on your assessment of your own personal strategies for handling conflict using The Conflict Lens™ instrument. You will build on that assessment to identify when other strategies will be more successful....and when you are naturally doing it right.

Organizations are most successful when individuals use constructive strategies. Decisions are more often right, productivity and efficiency are high, and the organization's goals are met. When individuals use destructive conflict management strategies, effort is wasted with bickering, undermining, and distraction.

Each of us is more satisfied and successful when we use constructive strategies. We feel comfortable even when there are differences of opinion. We resolve differences of opinion in the best interests of everyone involved. We are supportive of others, they are supportive of us, we all are successful.

The Conflict Lens™ is a unique way of helping you understand how you actually handle conflict. You will look at a real conflicts that you have experienced. Your self assessment will be based on that real conflict, not on abstract conflict generalized across many situations. Your profile will allow you to see yourself in a new way and choose alternative strategies when appropriate.

This seminar will also give you two specific approaches to managing conflict that allow you to act as a mediator – one for when you need to mediate a conflict between others (managerial mediation) and another for when you need to mediate a conflict between yourself and another person (self mediation).

Who Should Attend: Anyone who works in business, government, or nonprofit organizations. Executives, project managers, human resources professionals, team leaders, line managers, and supervisors can especially benefit because their skills affect many other workers. Individual contributors, team members, and all employees will benefit in their work with their superiors and peers.

Course Length: 2 days

Student Materials: Participant Notebook, 80 pages, that thoroughly documents what you learn in the seminar.

A Self-Assessment (The Conflict Lens™) that profiles your strategies for managing conflict.



Peak Performance Group, Inc.

Benefits

- An understanding of what contributes to Conflict Competence and Conflict Resolution Intelligence
- A greater sensitivity to the differences between constructive and destructive conflict
- A useful understanding of how you managed a real conflict in the past
- Insight about conflict from a premier tool for understanding conflict, The Conflict Lens™
- Greater flexibility in using strategies to get good rather than bad results from conflict
- Improved personal skills to manage conflict constructively
- An action plan for better conflict management when it matters most to you and the organization you work for

What You Will Learn

- **The Assumptions About Conflict That Lead To Constructive Conflict Resolution** -- we too often act on the wrong assumptions.
- **The Difference Between Constructive And Destructive Conflict** -- negative outcomes are not necessary when conflict occurs.
- **Why conflict occurs** -- and what you, personally, can do to manage it skillfully
- **The Ten Choices We All Have For How To Manage Conflict** -- and how to make the right choices depending on the conflict situation.
- **The Link Between Collaborative Strategies And Positive Outcomes** -- why collaborative strategies are almost always the best.
- **When To Use Non-Collaborative Strategies** -- sometimes it is best to compete, comply, compromise, avoid, intuit.
- **Why Blaming Is Never A Good Idea** -- describe behaviors and consequences instead.
- **Why The Decision To Seek Support Versus Go Solo Is Difficult** -- why lining up allies sometimes fuels destructive conflict.



Peak Performance Group, Inc.

- **The five-step process of Managerial Mediation** -- no additional training required and no commitment to becoming a professional mediator.
- **The four-step process of Self Mediation** -- mediation without a third party -- you wear two hats, negotiator for your position and mediator.
- **When to mediate conflicts** -- and when not to.
- **How to manage conflict better** -- starting immediately after the workshop ends.

How To Prepare

Specific preparation is not necessary. You will use your experience with conflict to self assess with The Conflict Lens™ during the workshop. It may be helpful for you to reflect on some conflicts that have gone well for you and some that have gone badly or are continuing.

Note: If the optional Computer-Scored Conflict Lens Instrument is used, it must be taken at least one week prior to the seminar.