

## CONFLICT RESOLUTION TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Effective conflict resolution is required to immediately resolve issues that may prevent individuals and groups from working harmoniously together and achieving the desired results. This Conflict Resolution training course is for leaders or individuals who are responsible for resolving conflicts within the company or organization.

After completing this Conflict Resolution training course, you will have learned the techniques to identify the source, root causes and types of conflict, how to recognize and prevent a conflict in its early stages, the five main styles and six phases of conflict resolution, anger and stress management techniques, how to avoid recurrence of conflicts and much more.

This comprehensive and valuable training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

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## CONFLICT RESOLUTION TRAINING COURSE OUTLINE

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### FOREWORD

Each of us learned early in life how to handle conflict. For some of us that means knowing how to effectively communicate our desires and our needs in order to better understand the problem and how it relates to others. For some of us, it may be that we learned to handle conflict by being aggressive and not compromising, which makes it difficult to reach a solution.

Communicating creatively can start from where you stand. It may be within family, community, government or the international arena. This Conflict Resolution Training course offers conflict resolution skills and techniques to build stronger organizations and more rewarding relationships.

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### OUTCOMES

After completing this course, participants will be able to:

- ▶ Recognize the root cause of a conflict
  - ▶ Identify various types of conflicts
  - ▶ Evaluate the benefits of a resolution
  - ▶ Plan a resolution according to the situation and the people involved
  - ▶ Apply the six phases of conflict resolution process
  - ▶ Use the five main styles of conflict resolution
  - ▶ Neutralize emotions
  - ▶ Build understanding and cooperation
  - ▶ Create a favorable atmosphere for resolving a conflict
  - ▶ Apply the conflict resolution process to all types of conflict
  - ▶ Break down a conflict resolution process and use it in parts
  - ▶ Develop communication tools such as agreement frames and open questions
  - ▶ Use anger and stress management techniques
  - ▶ Build consensus through understanding
  - ▶ Avoid similar conflicts in future by removing the root cause
  - ▶ Follow-up to ensure the resolution is effective
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### MODULES

#### Lesson 1: An Introduction to Conflict Resolution

- ▶ What is Conflict?
- ▶ What is Conflict Resolution?
- ▶ Understanding the Conflict Resolution Process

#### Lesson 2: Getting to the Root Cause

- ▶ Examining Root Cause
- ▶ Creating a Cause and Effect Diagram
- ▶ The Importance of Forgiveness
- ▶ Identifying the Benefits of Resolution

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### Lesson 3: Conflict Resolution with the Thomas-Kilmann Instrument

- ▶ Collaborating
- ▶ Competing
- ▶ Compromising
- ▶ Accommodating
- ▶ Avoiding

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### Lesson 5: Creating an Effective Atmosphere

- ▶ Neutralizing Emotions
- ▶ Setting Ground Rules
- ▶ Choosing the Time and Place

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### Lesson 7: Creating Mutual Understanding

- ▶ What do I Want?
- ▶ What do They Want?
- ▶ What do We Want?

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### Lesson 9: Focusing on Individual Needs

- ▶ Finding Common Ground
- ▶ Building Positive Energy and Goodwill
- ▶ Strengthening your Partnership

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### Lesson 4: Generating Options

- ▶ Generate, don't Evaluate
- ▶ Creating Mutual Gain Options and Multiple Option Solutions
- ▶ Digging Deeper into your Options

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### Lesson 6: Building a Solution

- ▶ Creating Criteria
- ▶ Creating a Shortlist
- ▶ Choosing a Solution
- ▶ Building a Plan

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### Lesson 8: The Short Version of the Process

- ▶ Evaluating the Situation
- ▶ Choosing your Steps
- ▶ Creating an Action Plan
- ▶ Using Individual Process Steps

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### Lesson 10: Additional Tools

- ▶ Stress and Anger Management Techniques
- ▶ The Agreement Frame
- ▶ Asking Open Questions

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)