

Soft-Train



*At Soft-Train
Technology Works*

Conflict Management Strategies (1 Day)

COURSE GOAL: The goal of this course is to teach ways of identifying conflicts and be able to resolve them before it causes irreparable damage to the organization.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Identify the different types of conflicts
- Analyze the cost of conflicts
- Resolve any type of conflicts
- Implement measures to prevent conflicts

KEY TOPICS:

I. What's a Conflict

- A. Is This a Conflict?
- B. Kinds of Workplace Conflict
- C. Interpersonal Conflict
- D. Team Conflict
- E. Conflict Prevention
- F. Analyzing Conflicts
- G. What is Mediation?

II. So What if There's Conflict?

- A. Costs: Money Down the Drain
- B. Calculating the Cost in Your Organization
- C. Legal Costs
- D. How Much Can Be Saved?
- E. Risks: Torpedo Submarines in Our Midst
- F. Detecting Submarines Before They Strike

III. How to Resolve Any Conflict

- A. The Three (and Only Three) Ways
- B. A Case: Modern Amalgamated Industries, Inc.
- C. Wrong Reflexes (Betrayed by Our Bodies)
- D. Distancing and Coercion (Walk-Aways and Power Plays)
- E. A Better Way

IV. How to Resolve Conflict Between Others

- A. A Case: Catastrophe Mutual Insurance Company Options
- B. Managerial Mediation
- C. Too Simple?

**V. How to Resolve a Conflict
Between Yourself and Another**

- A. A Case: Hard Core
Manufacturing, Inc.
- B. Self-Mediation

VI. How to Resolve Team Conflict

- A. A Case: The General Case
Study Company
- B. Team Mediation
- C. Where's the Conflict?
- D. More Complex Structures

**VII. How to Mediate All the
Time to Prevent Conflicts**

- A. A Paradigm Shift
- B. A Case: Patients-R-Us
Hospital
- C. Thinking Tools
- D. Completing the Paradigm
Shift

**VIII. Strategic Management of
Organizational Conflict**

- A. A Case: Mediation Training
Institute International Inc.
- B. The Three Strategies
- C. Which Are You?
- D. The Three Dimensions
- E. Getting from Here to There
- F. Strategic Management of
Conflict on a Smaller Scale
- G. Making a Difference