

Soft-Train



*At Soft-Train
Technology Works*

Conflict Management Strategies (1 Day) ST00025

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. Overview of Conflict

- A. The Positive View of Conflict
- B. Myths and Truths About Conflict
- C. Myths
- D. Truths

II. Why People Fight at Work

- A. Not Enough Stuff To Go Around
- B. Goals Individuals Want to Reach
- C. Different Perceptions of the World
- D. Turf Boundaries
- E. Conflicting Goals
- F. Domino Effect

III. Five Ways to Engage Conflict

- A. Competition (WIN/LOSE)
- B. Accommodation (LOSE/WIN)
- C. Avoidance (LOSE/LOSE)
- D. Compromise (WIN/LOSE-WIN/LOSE)
- E. Collaboration (WIN/WIN)

IV. Ways to Listen

- A. Five Levels of Active Listening and Responding Skills
- B. Level 1. Basic Acknowledgments
- C. Level 2. Silence
- D. Level 3. Questions
- E. Level 4. Paraphrasing
- F. Level 5. Reflective Listening

G. Listening and Responding
To The Excessive Talker

**V. Ways to Give (and Receive)
Feedback**

- A.** Seven Rules of Giving
Feedback
- B.** Use Authority Lightly
- C.** Choose the Setting Well
- D.** Arrange the Feedback in
Advance
- E.** No Surprises
- F.** Be Specific
- G.** Listening
- H.** Checking-In
- I.** What If The Person Gets
Mad Anyway
- J.** Two-Step Method for
Dealing with Anger
- K.** Allow the Person to
Express Emotion
- L.** Deal with the Content
- M.** Preparing For Your
Feedback Session

VI. Conflict Styles

- A.** Four Categories Of
Conflict
- B.** Aggressive
- C.** Nonassertive
- D.** Passive-Aggressive
- E.** Assertive
- F.** Unintentional
Gunnysacking
- G.** Intentional Gunnysacking

VII. Staying Cool in a Conflict

- A.** How to Stay Centered
- B.** How Centering Helps
You in a Conflict Situation
- C.** A Simple Centering
Exercise

**VIII. Ways to Engage Conflict on
the Job – Up, Down, and Sideways**

- A.** Going Up
- B.** Working More
Effectively With Bosses
- C.** Going Sideways

- D.** Working More
Effectively With Peers
- E.** Going Down
- F.** Working More
Effectively With Employees

**IX. Ways to Work with Teams in
Conflict**

- A.** Questions About Your
Team
- B.** Basics of Team Building
and Conflict
- C.** Decision Making: Voting
vs. Consensus
- D.** Membership
- E.** Relinquishing
- F.** Evaluating
- G.** Relationships
- H.** Task Accomplishment
- I.** Leadership
- J.** Engaging Conflict
- K.** Working With
Uncooperative Members
- L.** Drawing Out Unassertive
Members
- M.** Conducting Productive
Meetings
- N.** Remain Objective

**X. Can All this Conflict Be Good
For Me?**

- A.** WIIFM (What's In It For
Me?)
- B.** WIIFOP (What's In It
For The Other Person)
- C.** WIIFU (What's In It For
Us?)
- D.** Be Prepared