Resolving Interpersonal Conflict

Course Number: 12089
Category: Professional Development Skills
Duration: 1 Day

Course Description
Conflict cannot be avoided, either interpersonally, between work departments, or with customers. We all need to know how to deal with it effectively. During this program a variety of situations will be analyzed to determine when to confront and when not to. Participants will learn the steps necessary to constructively confront: getting ready, defining your objectives, developing and planning strategies for resolving differences, anticipating consequences and developing alternative approaches. The value of win-win conflict resolution and steps to prevent conflict from occurring will be discussed. In addition to actual conflict, we all deal with our fair share of difficult people. In our professional lives, these difficult people are often customers, co-workers, staff members or perhaps our bosses. Some difficult people talk constantly and never listen. Others don’t do what they say they are going to do. Some may criticize anything that they are not involved with. The fact is that we can’t change difficult people, but we can change the way we communicate with them in order to get results.

Objectives
Successful completion of this course will increase your knowledge and ability to:
• Define conflict, its benefits and its effects.
• Create awareness of different sources of conflict in organizations.
• Identify five individual approaches to conflict management.
• Understand strategies and tools to resolve interpersonal conflict.
• Learn and practice essential communication skills to influence difficult people and reduce conflict
• Identify specific strategies that can be used to promote cooperativeness.
• Develop a Personal Action Plan to resolve either personal or job related conflicts.

Course Outline
Instructional design and learning philosophy
Course timing

Module One: Understanding the System
• Course objectives
• Introduction
• Styles of behavior within the system
• Your network of relationships
• Assessing roles in the system

Module Two: Preventing Conflict from Occurring
• Keys for improving business relationships
• Case study
• Analyze your interactions
• Develop, test and revise your strategy
• Follow through and be consistent
Course Outline (Continued)

Module Three: Focusing on Team Relationships
- Team communication roadblocks
- Practice these communication skills
- Keys to effective listening
- Meeting communications assessment
- Enhance cooperation in meetings
- If conflict occurs during a meeting

Module Four: Resolving Conflict Productively
- What doesn't work
- Four steps of conflict resolution
- Coping with rocky relationships
- Dealing with tricky team members

Appendix
- Action plan
- Course review
- Suggested resource list
- Course evaluation
- Solutions for every training challenge