

Course Description

Conflict Resolution: To the Heart of the Matter AMS208

Overview

Today's fast paced and demanding work environment is a breeding ground for misunderstandings and less than complete and accurate communication. This course is designed to uncover and effectively deal with the real personal and interpersonal issues that are part of the everyday project and business environment.

Learning Objectives

- Define the term "conflict"
- Discuss the views, levels and types of conflict
- Discuss causes of conflict
- Understand the positive and negative aspects of conflict
- Understand the 5 conflict management styles and when to use each
- Understand relationship awareness theory and the 7 motivation orientations
- Identify the characteristics of good problem solvers
- Learn how to assess and manage people and situations beyond the conflict situation
- Understand conflict management theory to aid in producing effective outcomes
- Identify the difference between the settlement-driven approach and the relationship-driven approach to conflict management
- Identify the difference between reactive and proactive conflict management
- Develop an appropriate conflict resolution strategy
- Use conflict management skills to create win-win solutions
- Understand how to plan desired outcomes before conflicts arise

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by exercises using real conflict situations. The emphasis is on the practical application and adaptation of tools and processes.

Duration

Two days

Who Should Attend

Managers, supervisors, team leaders and staff personnel who would benefit from the insight to successfully resolve personal and business conflict would benefit by taking this course.

