

Conflict Management: ***Strategies To Skillfully Manage Conflict***

Conflict is an inescapable part of our daily lives, an inevitable result of an ever changing, highly competitive business world. Each of us perceives conflict differently, both in our personal relationships and our business interactions. Some people welcome it, while others find conflict uncomfortable and avoid it.

Unfortunately, avoiding un-managed conflict can produce stress, lower morale, damage relationships, teamwork and decrease productivity. Therefore, the first step toward becoming more effective at resolving conflict is to understand that *skillfully managed* conflict can be positive and healthy. It can promote cooperation, produce harmony, strengthen relationships and teamwork. It can also be used as a tool to coach people, improve performance, and increase productivity.



Conflict Management: Strategies To Skillfully Manage Conflict is specifically designed to give people insight into how they typically handle conflict. Through the use of the *Strategies To Skillfully Manage Conflict Instrument* participants learn the strategy they typically use in conflict situations.

Outcomes:

- Gain a clearer understanding of the nature of conflict
- Receive feedback on personal styles of handling conflict
- Practice using different styles when working through a conflict situation
- Gain knowledge of conflict analysis and conflict management strategies and techniques
- Serve as a release of pent-up emotions, anxiety, and stress
- Helps individuals and teams to grow personally and apply their knowledge to future conflicts

Content:

The program's specific content areas include:

Conflict: What Do You Need To Learn? What is conflict . . . How it's typically viewed . . . What it can be . . . Reasons why it's avoided . . . The positive impact of conflict.



Dealing With Conflict: What Works? Gain an understanding of five different conflict strategies . . . Learn the appropriate use of each strategy . . . Identify situations where each can be applied.

Strategies To Skillfully Manage Conflict Instrument - Administration of the instrument . . . Discuss expectations . . . Scoring of the instrument . . . Posting and identifying preferred strategies . . . Sharing and discussing results . . . Creating an action plan for change.