

Conflict Resolution Workshop

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Workshop Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques



For more information or to reserve your spot in this workshop, please contact:

Joseph (J.J.) Frazier
President
Mastering the Positive, LLC
Phone: (757) 962-7073
Mobile: (757) 952-8340
Visit: www.masteringthepositive.com
Email: jfraziers@cox.net



CLASS CONTENT

Section One: Getting Started

Workshop Objectives
Pre-Assignment Review

Section Two: An Introduction to Conflict Resolution

What is Conflict?
What is Conflict Resolution?
Understanding the Conflict Resolution Process

Section Three: Conflict Resolution Styles with the Thomas-Kilmann Instrument

Collaborating
Competing
Compromising
Accommodating
Avoiding

Section Four: Creating an Effective Atmosphere

Neutralizing Emotions
Setting Ground Rules
Choosing the Time and Place

Section Five: Creating a Mutual Understanding

What Do I Want?
What Do They Want?
What Do We Want?

Section Six: Focusing on Individual and Shared Needs

Finding Common Ground
Building Positive Energy and Goodwill
Strengthening Your Partnership

Section Seven: Getting to the Root Cause

Examining Root Causes
Creating a Cause and Effect Diagram
The Importance of Forgiveness
Identifying the Benefits of Resolution

Section Eight: Generating Options

Generate, Don't Evaluate
Creating Mutual Gain Options and Multiple Option Solutions
Digging Deeper into Your Options

Section Nine: Building a Solution

Creating Criteria
Creating a Shortlist
Choosing a Solution
Building a Plan

Section Ten: The Short Version of the Process

Evaluating the Situation
Choosing Your Steps
Creating an Action Plan
Using Individual Process Steps

Section Eleven: Additional Tools

Stress and Anger Management Techniques
The Agreement Frame
Asking Open Questions

Section Twelve: Wrapping Up

Words from the Wise