

Conflict Management

Not a day goes by that we don't see conflict happening - from subtle nuances to irrational demonstrations. Conflict is an inevitable reality in our lives, and ignoring it or accommodating it is not a solution. Properly handled, it is an opportunity for creativity and problem-solving. By recognizing that potential, parties in conflict can negotiate mutually satisfying outcomes, and develop a comfortable working relationship.

Seminar Objectives:

To present skills required to recognize indicators of potential conflict, to effectively manage conflict situations, and to deal with various forms of conflict demonstration. Participants will learn to deal with confrontation, anger, criticism, and misunderstandings, using systematic, situational techniques.

Topics:

- The nature, causes, and positive potential of conflict
- Personal and organizational barriers to effective conflict resolution
- Styles of conflict resolution: avoidance, accommodation, power, negotiation
- Systematic problem-solving techniques toward a win/win outcome
- Contracting, setting limits, and diplomatic disagreement
- Diffusing potentially explosive situations before they get out of hand
- Levels of confrontation and the escalation process
- Dealing with anger, frustration, impatience - your own and others'
- Dealing with resentful employees in performance feedback situations
- Establishing mutual expectations with employees and/or co-workers
- Elements of effective communication that minimize conflict potential
- Active listening techniques and empathic responses
- Giving and receiving constructive criticism
- Keeping performance, not personality, in focus at all times
- Dealing with employee grievances and disciplinary problems
- Handling on-the-job conflict: competition, personality conflicts, tension
- Dealing with interpersonal conflict within and between teams
- Dealing with non-communicative managers and/or co-workers
- Overcoming employee resistance to organizational change
- Dealing with difficult employees, customers, and unreasonable expectations
- Dealing with rumours, speculation, third-party information, and the grapevine
- Dealing with hidden agendas: realizing there's another issue at stake
- Specific techniques for handling stressful disagreements
- Understanding the impact of feelings and emotions in conflict resolution
- Stress management techniques to release daily pressures
- Methods that help you stay energized in a tense environment