

Confidence with Conflict

Training | Keynote



Conflict is all around us — at work and at home. It is inevitable because no two people are exactly alike. Conflict can be destructive or constructive, invigorating or draining. To manage conflict more effectively and create a quality environment, people have to be willing to understand why conflict occurs and demonstrate a variety of strategies for dealing with different people.

Objectives

After participating in this program, you will be able to:

- Define conflict and identify at least three reasons why conflict occurs
- Describe at least four ways that men and women deal with conflict
- List at least eight ways that managing conflict can benefit you, your department, your organization, and your customers
- Recognize and understand your current conflict management style
- Demonstrate up to five conflict management techniques to avoid, force, accommodate, compromise, or collaborate
- Utilize at least one of the conflict management strategies to address a current situation

Agenda

- Introductions and Overview
- Conflict Worksheet to Identify Conflict
- The Value of Managing Conflict
- Conflict Strategy Profile
- Video: *Managing Conflict*
- Five Conflict Strategies
- Case Studies
- Summary

Format

This interactive program uses experiential learning techniques such as a self-assessment, large and small group discussions.

Ideal Size

Keynote: No limit

Training: Up to 36 people

Length

Keynote: 30-90 minutes

Training: 3-6 hours

Target Audience

Anyone who experiences conflict and wants to learn ways to deal with it at work and/or home.

Typical Uses

Employee and management development, seminars and workshops, project management, and new employee orientation

Material Options

Deluxe: Handouts and job aids at \$3 per person