

Conflict Resolution

Wherever two or more people come together, there is the possibility of conflict. This course will give participants a six-step process that they can use to modify and resolve conflicts of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

Modules

- An introduction to Conflict Resolution
- Conflict Resolution Styles with the Thomas-Kilmann
 - Collaborating
 - Competing
 - Compromising
 - Accommodating
 - Avoiding
- Creating an Effective Atmosphere
 - Neutralizing emotions
 - Setting ground rules
- Creating a mutual understanding
 - What do I want?
 - What do they want?
 - What do we want?
- Focusing on Individual and Shared Needs What to Share
- Getting to the root cause
 - Examining root cause
 - Creating a Cause & Effect Diagram
 - The importance of forgiveness
 - Identifying the benefits of resolution
- Generating options
- Building a solution
- The short version of the process
- Additional Tools
 - The stress & Anger Management techniques
 - Agreement frame



2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned