



Conflict Resolution

Description

This two-phase workshop provides participants with an opportunity to learn and practice valuable communication techniques that will increase their effectiveness when dealing with others. Trainees are given the opportunity to assess their current level of skill & obtain feedback on how they come across to others. While not limited to managers, this class provides trainees with specific skills to assist in mentoring and coaching.

Who should attend?

Valuable for anyone who would like to assess current approach to dealing with conflict and to learn techniques to improve conflict management skills. This workshop makes use of the Thomas-Kilmann Conflict Mode Instrument (© 2003 by CPP, Inc.)

Sample Agenda

- Understanding TKI© Conflict Modes
- Assess Benefits & Concerns of Each Conflict Style
- Determine Your Current Conflict Management Style
- Use Effective Feedback Tools to Deal with Conflict
- Determine the impact of Assertive, Aggressive & Passive Communication Styles on Conflict
- Use Communication Tools to Assertively Handle Conflict
- Explore the Impact of Self-Image and Image on Conflict

Prerequisites

Most effective when taken after Interpersonal Communication

Note

Existing teams or those who must work together in cross-team situations can benefit from attending this session together.