

# Employee Growth- A Two Day Course

## Conflict Management

*Effective Conflict Management Practice that Prevents, Manages and Resolves Conflict for Great Results*

### WHO SHOULD ATTEND?

Business owners, directors, managers, supervisors, sales consultants, customer service staff and top talent in the organization that want to elevate their conflict management competency so that they can get the very best results from their leadership, teams and colleagues in pursuit of the organization's goals.

### COURSE DESCRIPTION

Effective conflict management helps you to prevent, manage and resolve situations where opinions differ. Instinctively we react to conflict in ways which are based upon old habits which often result in escalating a vicious cycle of conflict. Interpersonal, inter-group and structural conflict all point to the need for more effective tools for lasting problem solving through negotiation. Mastery of the principles, processes, and techniques of conflict management will help you build the trust and confidence that is vital for effective leader and leadership and driving business growth.

*Conflict Management* is a proven approach to conflict that covers the fundamentals of conflict prevention, management and resolution with particular emphasis given to fully understanding conflict and negotiations as part of the resolution process as it is in these areas that our experience tells us that most conflict management practice fails. The program takes a holistic view of conflict management and introduces the delegate to the knowledge, skills and attitude required to confidently approach conflict with prevention in mind and the ability to resolve conflict and reach a fair compromise with any audience and in any situation.

The program is well researched, knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

### COURSE OBJECTIVES

By the end of this course delegates will be able to:

- ✓ Determine conflict and the main sources of conflict
- ✓ Determine the conflict prevention, management and resolution process
- ✓ Determine the key skills and techniques for effective inter-personal and inter-group conflict management
- ✓ Develop key skills and techniques for successful conflict management
- ✓ Practice key conflict management skills before returning to work
- ✓ Produce drive to self-develop in conflict management
- ✓ Produce positive impact on the overall performance of each delegate and the organization

### COURSE CONTENT

#### DAY 1 • CONFLICT PREVENTION

##### Conflict

- What is Conflict?
- Different Types of Conflicts
  - Functional versus Dysfunctional Conflict

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- Inter-group versus Inter-personal
- The Conflict Triangle
- The Main Sources of Conflict
- 8 Stages of Conflict

### **Conflict Prevention**

- What is Conflict Prevention?
- Prevention versus Mitigation
- The Benefits of Keeping Conflict to a Minimum

### **Leadership Role in Conflict Prevention**

- Building High Performance versus Conflict  
(Strong leaders, Common Goal, Rules, Action, Risk and Involvement)
- The Benefits of a Roadmap
- The Benefits of Effective Communication on Minimizing Conflict

### **Recognizing Potential Conflict Early**

- Warning Signs
- Understanding the Situation
  - Actor Mapping
  - Creating Scenarios

### **Other Essentials of Conflict Prevention**

- Getting to Know Your Team
  - Selecting the Right Leaders
  - Approach to Selecting the Right Talent
  - Emotional Intelligence
- The Benefits of Systems
- Getting the Environment Right
  - Establishing a Suitable For Open Discussion
- Taking Action

## **DAY 2 • CONFLICT MANAGEMENT**

### **Conflict Management**

- What is Conflict Management?
  - Avoidance versus Management versus Interactionism
- The Benefits of Conflict Management

### **Individual Style**

- Effective Conflict Management Style
  - Attributes
  - Barriers
- **Activity: “Self- Assessment”**  
Complete a self-assessment questionnaire. Result establishes the individual’s major strengths and weaknesses in conflict management and negotiation that will be used later as a basis to set a personal improvement goal.

### **Effective Conflict Management Practice**

- Habits of Highly Effective People (Covey)
- Active Listening
  - Listening continuum
- Communication

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- Key Questions that Clarify the Causes of Conflict
- Tools for Improved Communication
- Tools for Conflict Analysis
- Problem Solving in Conflict
- The Dual Concern Model
- Managing Conflict Assertively

### **Inter-Group Conflict**

- Stereotypes and Prejudices
- Strategies for Resolving Inter-group Conflict

### **Motivation and Conflict Management**

- Video- Daniel Pink “Drive- The surprising thing about what motivates us”

### **Effective Conflict Resolution Management**

- Achieving The Correct Pace
- Designing a Strong Agreement
- Review For Continuous Improvement

### **Key Learning Review**

- Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their conflict management competency back at work.

### **IN ADVANCE**

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

The most appropriate training format, content and approach for this course will be discussed with you prior to the start of your course.

### **ON-TRACK FOR GROWTH**

The individual leaves this program with a personal action plan to encourage immediate transfer of training to the job.

### **EVALUATION TO ENSURE CONSISTENT QUALITY**

All our courses are evaluated at Kirkpatrick’s Reaction and Learning levels as part of our quality control process as follows:

#### **Level 1- Reaction- Training Course Evaluation Form**

This training course evaluation form is used to maintain and improve the standards of our training courses.

#### **Level 2- Learning- Pre and Post Training Test**

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question “Did people learn what we wanted them to learn from the training?” This test is run at the beginning and at the end of this training course.

**The Whole Thing** can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

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Please contact **The Whole Thing** to explore the many ways that we can help you.

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