



Conflict Resolution: Getting Along in the Workplace

Conflict is often seen as an experience but it's important to acknowledge that it can contribute to our growth and development. Think about a time when you had to make a decision about your college major or choose between two job opportunities.

However, conflict can become problematic when those involved struggle to navigate through it. It can lead to battles that hinder growth. Result in damaged relationships due to energy.

The purpose of this course is to provide participants with the tools for resolving conflicts and achieving win-win outcomes.

Course Overview

At the beginning of the workshop participants will have the chance to get acquainted with each other and discuss what will happen throughout the day. They will also identify their learning objectives.

Throughout this one-day workshop participants will learn;

- The nature of conflict and how it can escalate.
- Types of conflicts and their stages.
- The five styles of conflict resolution and when each one's most effective.
- Effective communication skills for promoting information flow through both non-verbal means.
- Methods for implementing intervention strategies.
- Techniques for managing conflicts while enhancing productivity and performance.

Understanding Conflict

In this session participants will have the chance to explore their assumptions, about conflict and its positive and negative aspects.

Different Types of Conflict

This session will cover three categories of conflict; conflicts and group conflicts.

Open Conflict vs. Hidden Conflict

Next participants will delve into the concepts of overt conflict. Concealed conflict.

Spontaneous and Thoughtful Action

During this session there will be a lecture that explores the idea of action.

Exploring Self Awareness with the Johari Window

The Johari Window provides insights into our self-awareness and our ability to seek feedback from others. Participants will thoroughly examine the Johari Window through engaging exercises and case studies.

Phases of Conflict

In this session participants will explore two models that explain how conflicts unfold as the outcomes associated with conflicts. Additionally effective strategies for managing conflicts will be discussed.

Creating Solutions for Mutual Benefit

Participants will have an opportunity to apply their knowledge to a realistic case study in this session.

Questionnaire on Conflict Resolution Styles

By completing a questionnaire participants can identify their style for resolving conflicts. They will then collaborate in groups to explore these styles.

Understanding the Role of Communication, in Resolving Conflicts

During this session participants will examine the communication chain. They'll identify barriers that hinder communication and gain an understanding of the concept of intent.

Skills for Listening

During this session participants will learn about the principles of listening and how to apply them effectively.

Improving Paraphrasing Skills

In this session participants will receive instruction. Have the opportunity to demonstrate their paraphrasing techniques.

The Art of Questioning

This session aims to equip participants with questioning techniques and strategies.

Interpreting Non-Verbal Communication

Participants will explore the significance of body language in conflict resolution during this session.

Reviewing Pre-Assigned Tasks

Before attending this program, participants were requested to complete a survey regarding their conflict management proficiency. In this session participants will reflect on their responses.

The Conflict/Opportunity Assessment

Participants will engage in a role play exercise that involves answering a series of questions designed to help recognize conflicts as opportunities, for growth.

Understanding Conflict and Its Resolution

This session explores processes that can be utilized to identify and resolve conflicts effectively.

Supporting Others Through Conflict Situations

During this session participants will examine how facilitation, coaching and group norms can be applied in addressing conflicts. They will also have the opportunity to practice these skills through a role play activity.

Wrapping Up the Workshop

Towards the end of the course students will have an opportunity to ask any remaining questions they may have and develop an action plan.

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