
Overview of the Creative Conflict Workshop

This Workshop helps you Understand, Prevent and Resolve conflict more effectively

All organizations have conflict. Healthy organizations and individuals deal with conflict in a positive, creative manner – reaping benefits from new ideas and improved relationships. If you or your organization have not developed a positive approach to conflict resolution, this workshop will provide the assistance you need. Participants will gain an understanding of how conflict affects individuals and teams in the workplace. They will examine their preferred approaches to dealing with conflict and will be introduced to alternate strategies.

WHO SHOULD ATTEND

- Employees in team-based environments
- Sales representatives
- Managers and Leaders
- Professionals required to negotiate internal working relationships
- Industrial relations specialists (both union and management)
- Anyone wanting to develop a better understanding of conflict in the workplace
- Human resources professionals
- Entrepreneurs

TOPICS

- Definition of Conflict
- Principles for Conflict Resolution
- Steps for Understanding Organizational, Interpersonal and Individual causes of conflict
- Styles of approaching conflict
- Clarifying Interests, Issues and Positions
- Establishing goals for Resolution
- Creating Options
- Communications skills in Conflict Resolution: dealing with emotions
- How to know when conflict cannot be resolved
- Conflict Prevention

METHOD

The seminar consists of a combination of lectures and discussions, case analyses, simulations, and practices. Participants will analyze and discuss actual conflicts from their own experience. A Creative Conflict Resolution manual with reference material, structured worksheets and a bibliography are included.

LOGISTICS

Duration: ½ day or 1 day versions are available, other durations can be negotiated

Class Size: Usually up to 20 participants, depending on learning objectives desired and duration chosen

Benefits for Participants: Understanding and Resolving Conflict more Effectively

We experience conflict every day, with customers, with co-workers, with family members. Learn some ways to make these conflicts less costly and more productive for all concerned.

Typical Concerns:

- I just do what comes naturally when it comes to conflict and I don't know how I could be more effective...
- I don't seem to be on the same wavelength as this person...
- They seem to expect me to take the initiative and do more than my fair share to resolve this conflict...
- I dread conflict and will do almost anything to avoid it...
- I am caught unprepared by outbursts of anger or tears...
- There seems to be a lot of conflict on my team...
- I would like to be able to spot conflict before it becomes really destructive...

Participants will learn...

- ...that there are approaches, strategies and skills that can help everyone be more effective in conflict situations.
- ...what your preferred conflict style is and how this influences your communication and the other party.
- ...principles to keep in mind to successfully resolve conflict.
- ...different styles and approaches to conflict and which are appropriate to the type of situation.
- ...understanding of what causes emotional outbursts and principles for dealing with emotions
- ...that the causes of conflict are not always obvious and that correct diagnosis can lead to quicker resolution.
- ...learn some of the early signs of conflict and discover some ways to prevent the destructive kind of conflict.