



# RESOLVING CONFLICT

## COURSE OVERVIEW

Do you sometimes wonder if, as a manager, you should be more effective in handling interpersonal breakdowns among your staff? Do you ask yourself if there might be a better way to deal with personality issues or escalating conflict? Do you need to instill a stronger sense of rapport and resilience within your organization? Effective teamwork and collaboration are essential aspects of organizational life, and yet few managers are trained to foster esprit de corps. Even fewer supervisors know how to cope with the inevitable tensions and crises that emerge in overseeing a group of people.

In this course you will acquire the skills to help you identify an appropriate conflict resolution strategy. These strategies are proven methods that enable companies to engage critical and tough business issues while maintaining collegial relationships and a positive working environment. By the end of this course you will be prepared to act more assertively in mediating difficulties between employees and business units; troubleshooting crises with customers and vendors; and handling a range of conflict situations. Furthermore, you will acquire skills to recognize the variables that influence your ability to be productive as the conversations “heat up.” At the end of this course, you will return to work better versed in tools for deescalating conflict and more confident in executing your role.

## COURSE OUTLINE

### *Learning Conflict Resolution Essentials*

- Examine organizational dynamics that drive conflict
- Learn a roadmap of group development
- Systematically identify business scenarios with high conflict potential
- Learn a framework for understanding the role of organizational

### *Recognizing Your Own Conflict Management Approach*

- Learn a roadmap for a range of conflict resolution modalities
- Increase awareness of your own default conflict management style
- Widen your analytic capacity for evaluating conflict situations
- Become familiar with your own emotional footprint in conflict
- Examine the conversational patterns that contain versus exacerbate conflict

### *Mediation Skill Development*

- Learn the tenets of a mediator’s stance
- Understand the principles of serving as a neutral in a discussion
- Practice skills for contracting and framing a mediation session
- Role-play the mediation skills acquired in this course

### *Tools for Reaching Resolution*

- Learn skills for helping stakeholders get further than “agreeing to disagree”
- Enhance your ability to facilitate agreement
- Learn how to broker optimal outcomes for each party
- Practice tools for empathy that enable you to make “yessable” proposals
- Help manage a workforce in factions or polarizing teams

What will I learn?

- Appear competent in mediating a conflict
- Effectively diffuse hostility
- Handle yourself with poise in any conflict situation
- Manage irate customers and escalated business negotiations
- Build morale among team members

Who should attend?

- Executives
- High Potential Leaders
- Managers and Supervisors
- Customer Service

Course Duration: 1 day

Class size: Maximum of 24

*The ideas, frameworks, and tools shared in this class are all based on best practices in negotiation and conflict resolution developed over the last 20 years at the Harvard Negotiation Project. These ideas were first published in Getting to Yes (Fisher et al., 1991) and further developed in Difficult Conversations (Stone et al., 1999).*