



## **Conflict Management Workshop**

### **Introduction**

Conflict is a regular and frequent part of interacting within organizations. While most people view conflict in a negative light, the fact is that creativity, innovation and continuous improvement are positive conflict outcomes. Managers and supervisors who can deal effectively with conflict can help take their organizations to higher performance.

### **Workshop Objective**

To give participants the insights and skills sets to be more effective at managing conflicts. Participants will gain insights into their conflict management styles, tools to identify the conflict styles of others, and practice resolving conflicts through role play.

### **Specific Content**

- Current perceptions about conflict and how to reframe conflict from a positive perspective.
- Conflict Style self assessment – each person plots a chart of their styles.
- Understanding the twelve conflict styles to determine those that are constructive and those that are aggressive or passive.
- Role play practice of how different styles interact using a case study.
- Exercise to determine the styles used by others.
- Personal action plan on how to be more effective at dealing with conflict.

### **Logistics**

This workshop is presented at your site for a group of six or more. The workshop is 3.5 hours in length. If you have fewer than six people or want to reduce cost, it is possible to invite other companies to share the cost with you.